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**Ticket: # 1120079 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 8/3/2016 10:22:16 PM

**City/State/Zip:** Cincinnati, Ohio 45231

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1119928 - Open Internet](#)

**Date:** 8/3/2016 8:33:33 PM

**City/State/Zip:** Indianapolis, Indiana 46254

**Company Complaining About:** Comcast

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### **Description**

Just stopping by to show my support of a protected, neutral internet. My ISP Comcast is doing everything in its power to bend the internet to its will so that it can charge more for worse service. They've already tried putting limiting data caps in select areas, if they pull that on me the pitchforks are coming out. Please don't let it get to that point, make a stand and tell them 'No more'.

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**Ticket: # 1120025 - Comcast Data Caps**

**Date:** 8/3/2016 9:54:40 PM

**City/State/Zip:** Chicago, Illinois 60605

**Company Complaining About:** Comcast

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### **Description**

Data caps are unacceptable and Comcast is enforcing this across all of Chicago. I strongly believe it is a violation of net neutrality.



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**Ticket: # 1120613 - Cable company data cap**

**Date:** 8/4/2016 11:22:16 AM

**City/State/Zip:** Medina, Ohio 44256

**Company Complaining About:** Armstrong Cable

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## **Description**

I've been a resident in Medina Ohio for several years and there has only been one option for internet in our county. Armstrong cable controls all the internet and has incorporated a low and stiff data cap on internet usage. My wife works from home and we use Netflix like any regular family, but every month our usage is over doubling our bill. We have complained, like many others, but our voice is never heard. They only tell us to watch less TV or surf the internet less. There are no other options for different plans to help eliminate this other than paying for more data over the cap. It's a complete monopoly and needs to be addressed. All I ask for is another option for internet. AT&T Uverse isn't available even though it's literally next door, because they won't allow a competitor. Please help.

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**Ticket: # 1121385 - Data Caps**

**Date:** 8/4/2016 3:11:54 PM

**City/State/Zip:** Schaumburg, Illinois 60193

**Company Complaining About:** Comcast

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## **Description**

To whom it may concern,

I am writing today to express my grievances with Comcast. My family have been customers of Comcast for over ten years – using their phone service, TV, and most frequently of all, Internet service.

In 2014, Comcast stated that they have increased Internet speeds “13 [times] in 12 years”. However, they have also introduced data caps to penalize consumers that they think have exceeded their threshold of usage.

Comcast had formerly enshrined a 250GB cap (then 300GB cap) in their terms of use policies, but did not regularly enforce it. The few exceptions of when they did were frequently publicized, and at a time where such traffic use was considered an excessive amount. However, this was at a time where media (movies, music, and video games) were published physically, and video game downloads did not exceed 5GB in size. Today, streaming services (Roku, Netflix, and Spotify) have a sizable market share in media consumption. Streams consume larger amounts of data and put a consistent strain on Comcast servers – something that downloads cease to do when they are completed.

The claim that these data caps were introduced by Comcast to address congestion (or a scarcity) in data has been refuted. The FCC permits in its net neutrality laws to provide for throttling in instances where a customer’s excess load may be throttled. Comcast successfully and consistently utilizes its own backbone network, and leverages agreements with Level3, NTT, and other world-class transit providers to ensure latency is kept to a low level.

To their credit, Comcast no longer disconnects or throttles most customers who exceed their 1TB cap. Instead, in targeted markets, Comcast has substituted these termination penalties (which were no doubt more costly to the company than the consumer most of the time) to financial penalties. These penalties range from \$10 per month for 50 gigs of data to over \$200. Our internet charges, after taxes, would mean this penalty would be a near 100% increase of our bill. Comcast offers an “unlimited” option for \$50 per month (formerly \$30, but this was the de-facto status quo in areas not subjected to Comcast’s data caps), but they do not explicitly state that customers of the unlimited data option would be subject to excessive use provisions of Comcast’s data agreement.

So, even if these business practices may not be illegal, such conduct is consistent with an oligopoly. The only wireline competitor that serves our neighborhood is AT&T, who offer significantly reduced internet speeds and the same 1TB data cap at a comparable price. Even if we did – we would be subject to Comcast’s early termination penalty because of an agreement in place. Subscribers are at the mercy of Comcast for the company to not introduce data caps – which have targeted the South, Arizona, and our market of the Greater Chicagoland Area. The states within these regions have lax consumer protection laws, and companies such as Comcast have been accused of exploiting this fact

for financial gain. Their selective rollout of data caps – which I think are deployed in regions where consumers would not be expected to fight back with an FCC complaint -- are no better. Capping internet usage is no worse than limiting the hours a subscriber may watch television.

I call on the FCC to investigate the practice of data caps on wireline providers, and advocate for more oversight on their implementation. I have proposed a few steps towards that goal – some of which may require the assistance of the Federal Trade Commission (FTC):

- A memorandum from the FCC to investigate the practice of wireline ISPs implementing and administrating data caps, the final report of which should be released to the public.
- An option for subscribers, who have been committed to data caps in the middle of their contracts without proper consent, to terminate their service upon returning ISP equipment without penalty.
- A uniform message stating which data caps, if any, exist; what data tiers exist; the regions in which they are being enforced; how much penalties are assessed for exceeding the data cap; and, how to avoid data caps, including any costs for subscribing to unlimited service.
- A stipulation that ISPs disclose the services (including URLs) that they exempt from data caps.

I submit this complaint with the good faith that it will not go ignored, and that the Commission, Comcast, and any other ISP that caps provide a solution fairer to consumers than what currently exists.

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**Ticket: # 1121423 - XXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 8/4/2016 3:24:44 PM

**City/State/Zip:** San Jose, California 95128

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1121523 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 8/4/2016 3:52:57 PM

**City/State/Zip:** Lawrence, Kansas 66044

**Company Complaining About:** Comcast

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## **Description**

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(b) (6)

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**Ticket: # 1122464 - Chicago Data Caps****Date:** 8/5/2016 1:47:36 AM**City/State/Zip:** Chicago, Illinois 60645**Company Complaining About:** Comcast

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**Description**

Comcast is attempting to further monetize their near-monopolistic grip on internet services in enforcing a data cap. Although this cap claims to affect only 1% of its users, a data cap in and of itself jeopardizes how the internet can be regulated in the future.

Two points can be made here. One, although Comcast purports that only 1% of users will be affected by such caps, it's fair to say that 4K video streaming in family households like my own can easily reach such a cap. An hour of 4K streaming represents 16-19GB of data through Netflix, and considering the fact that the average adult alone watches 30 hours of Netflix a month - that's 500GB, or half of the cap proposed by Comcast. That's outrageous.

Secondly, and more alarming - this cap threatens the expansion of technology in the future. As I've already stated with H.264 codecs/ 4K streaming, it's not too difficult for a household of 5 to hit that 1TB data cap. So as technology scales towards larger usages of data, 1TB will simply not cut it. Unless we can trust Comcast to periodically raise their caps to scale with technology's ever-expansive trends, then a data cap only halts the consumer's use of the internet. As a provider of such a service, I find their business practice to be not only shortsighted, incompetent, and greedy, but also misaligned and downright despicable.



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**Ticket: # 1124807 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 8/6/2016 3:49:53 PM

**City/State/Zip:** West Columbia, South Carolina 29169

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1124901 - XXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 8/6/2016 5:16:42 PM

**City/State/Zip:** Aurora, Illinois 60505

**Company Complaining About:** Comcast

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## **Description**

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As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1125171 - XXXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 8/6/2016 11:25:40 PM

**City/State/Zip:** Salem, Oregon 97306

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

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As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6) [REDACTED]

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**Ticket: # 1125143 - XXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 8/6/2016 10:46:46 PM

**City/State/Zip:** Pikeville, Kentucky 41501

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)



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**Ticket: # 1125601 - XXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 8/7/2016 5:51:36 PM

**City/State/Zip:** Evergreen Park, Illinois 60805

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

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(b) (6)

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**Ticket: # 1125799 - XXXXXXXX XXXXXX 's complaint re: ISP Zero Rating**

**Date:** 8/7/2016 10:52:46 PM

**City/State/Zip:** Oak Park, Illinois 60304

**Company Complaining About:** Comcast

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## **Description**

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(b) (6)

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**Ticket: # 1126366 - XXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 8/8/2016 12:41:27 PM

**City/State/Zip:** Hawthorne, Florida 32640

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1126411 - Re: [FCC Complaints] Re: Data cap is against net neutrality**

**Date:** 8/8/2016 1:02:57 PM

**City/State/Zip:** Dallas, Georgia 30132

**Company Complaining About:** Comcast

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## **Description**

This is a follow-up to your previous request #1105742 "Data cap is against net neu..."

The entire reason for my complain is because the company lies to me. They won't listen to the facts, and just repeat themselves instead of addressing the issues.

I wish I had a copy of my contract, because it stated no where when I signed up there would be data caps.

I never got any sort of e-mail or any information on when they changed their policies.

I would also like to mention false advertisement on comcasts part

<http://www.xfinity.com/compare/comcast-xfinity-vs-google-fiber.html>

This is what they're basing their claim of faster in home wifi on, but it doesn't even include google fiber

<http://allionusa.com/wp-content/uploads/2015/07/Allion-ISP-Gateway-White-Paper-09-08-2014.pdf>

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**Ticket: # 1127120 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 8/8/2016 4:26:38 PM

**City/State/Zip:** Brighton, Colorado 80601

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



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(b) (6)

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**Ticket: # 1127124 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 8/8/2016 4:27:34 PM

**City/State/Zip:** Brighton, Colorado 80601

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 1127803 - Comcast data cap](#)

**Date:** 8/8/2016 9:57:56 PM

**City/State/Zip:** Chicago, Illinois 60638

**Company Complaining About:** Comcast

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## **Description**

The data cap is completely ridiculous. Services like Netflix, Hulu, etc use tons of Data not including digital downloading games. Yet their own streaming platform doesn't count against the data cap. This should be completely removed

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**Ticket: # 1127977 - Comcast Data Cap**

**Date:** 8/9/2016 7:35:30 AM

**City/State/Zip:** Chicago, Illinois 60613

**Company Complaining About:** Comcast

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## **Description**

When I signed up for Comcast less than 3 months ago, I was very specific about ensuring that there would be no data caps ever added to my account and that I would be grandfathered into my current deal. They assured me of this many times, yet they added the data cap anyways and haven't been any help when trying to contact them and instead keep offering more expensive plans and lying to my face saying they will cost me less, even after I corrected their math.

The additional complication of Comcast's de facto monopoly makes this unilateral change to the terms of service an unreasonably burdensome one on consumers, and should be strenuously opposed in favor of maintaining an open internet that encourages innovation.

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**Ticket: # 1131084 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 8/10/2016 1:07:06 PM

**City/State/Zip:** Chicago, Illinois 60641

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1130822 - XXX XXXX's complaint re: ISP Zero Rating**

**Date:** 8/10/2016 11:52:25 AM

**City/State/Zip:** Austin, Texas 78702

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



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(b) (6)

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[Ticket: # 1130809 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 8/10/2016 11:49:56 AM

**City/State/Zip:** San Antonio, Texas 78251

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 1130839 - XXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 8/10/2016 11:56:35 AM

**City/State/Zip:** Pittsburgh, Pennsylvania 15229

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1130987 - XXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 8/10/2016 12:42:46 PM

**City/State/Zip:** San Diego, California 92129

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

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**Ticket: # 1133529 - XXXXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 8/11/2016 1:48:35 PM

**City/State/Zip:** Portland, Oregon 97220

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)



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**Ticket: # 1131324 - Armstrong Cable Anti-Competitive Practices**

**Date:** 8/10/2016 2:10:49 PM

**City/State/Zip:** South Point, Ohio 45680

**Company Complaining About:** Armstrong

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**Description**

Their data cap of 250GB is designed to prevent the use of streaming products such as Amazon Prime, Netflix, and Hulu instead of their own cable TV. This is an abuse of their local monopoly on broadband internet.

Armstrong also will not allow the use of your own cable modem and has no legitimate excuse for preventing this.

Armstrong is the SOLE provider of broadband in the South Point area and is taking unfair advantage of a MONOPOLY. I have tried to secure service from another provider and cannot due to lack of competition.

Also they do not inform users of their indefensibly low data caps at the time of purchase.

Proposed Remedy:

1. Armstrong should have to raise their data caps to at least 10 times the level of speed purchased in Gigabytes. (IE, a 55MB connection should have a minimum data cap of 550GB).
2. Armstrong should immediately allow customers to use their own cable modems.
3. Armstrong should be prohibited from counting competing streaming services such as Amazon Prime and Netflix against their data cap until such time as there is a competing service

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**Ticket: # 1133531 - XXXXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 8/11/2016 1:49:04 PM

**City/State/Zip:** Portland, Oregon 97220

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 1132549 - Data caps have changed the way I use the internet](#)

**Date:** 8/11/2016 12:45:16 AM

**City/State/Zip:** Wonder Lake, Illinois 60097

**Company Complaining About:** Comcast

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## **Description**

Recently data caps have been put in place in the Chicagoland area. I have noticed that my usage of the internet has changed since this change happened for fear that I will go over the cap. I have caught myself purposefully not buying digital goods because of a fear of going over the data cap. I strongly urge Comcast to remove their new data caps. The new data caps go against net neutrality as well as being an anti-competitive business practice.

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**Ticket: # 1134096 - XXXXX XXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 8/11/2016 4:16:57 PM

**City/State/Zip:** Santa Rosa, California 95405

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast is able to so strongly discourage customers from cutting the cord by forcing discounts and extended trials upon their subscribers until the consumer has no choice but to remain, or to leave and spend more money elsewhere. Just having a large portion of the consumer population as customers does not qualify Comcast as a "good" company. These tricks to stay afloat are not honest.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection. Where would Comcast be now if it had faced restrictions like these, themselves, as a newly formed company?

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices. The internet is supposed to be both a service and place where people can freely exchange information for the benefits of themselves and others. By imposing restrictions, it is no longer safe.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 1134128 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 8/11/2016 4:25:52 PM

**City/State/Zip:** Wakefield, Rhode Island 02879

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 1134551 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 8/11/2016 7:00:42 PM

**City/State/Zip:** Mishawaka, Indiana 46544

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1134715 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 8/11/2016 8:25:00 PM

**City/State/Zip:** Arlington, Virginia 22201

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1135662 - XXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 8/12/2016 12:53:24 PM

**City/State/Zip:** Sugar Land, Texas 77479

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1136257 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 8/12/2016 3:37:13 PM

**City/State/Zip:** Orland Park, Illinois 60467

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1136822 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 8/12/2016 7:17:21 PM

**City/State/Zip:** Chicago, Illinois 60626

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 1137492 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 8/13/2016 3:56:42 PM

**City/State/Zip:** Louisville, Kentucky 40205

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1137698 - XXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 8/13/2016 7:00:59 PM

**City/State/Zip:** Scottsdale, Arizona 85261

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1137724 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 8/13/2016 7:43:41 PM

**City/State/Zip:** High Point, North Carolina 27265

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1137728 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 8/13/2016 7:50:18 PM

**City/State/Zip:** Evanston, Illinois 60201

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1137835 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 8/14/2016 12:14:43 AM

**City/State/Zip:** Arlington, Texas 76017

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 1137865 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 8/14/2016 2:05:41 AM

**City/State/Zip:** Freeport, Illinois 61032

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1137866 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 8/14/2016 2:07:01 AM

**City/State/Zip:** Fayetteville, North Carolina 28303

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1139745 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 8/15/2016 4:59:22 PM

**City/State/Zip:** Greenfield, Massachusetts 01301

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1138160 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 8/14/2016 4:35:06 PM

**City/State/Zip:** Vero Beach, Florida 32968

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]



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**Ticket: # 1138444 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 8/15/2016 1:44:49 AM

**City/State/Zip:** Greenfield, Massachusetts 01301

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1139749 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 8/15/2016 5:01:01 PM

**City/State/Zip:** Greenfield, Massachusetts 01301

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 1140393 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 8/15/2016 10:51:41 PM

**City/State/Zip:** Aberdeen, Washington 98520

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1140500 - X XXXXXX's complaint re: ISP Zero Rating**

**Date:** 8/16/2016 4:44:01 AM

**City/State/Zip:** Sedona, Arizona 86336

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 1140514 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 8/16/2016 6:07:20 AM

**City/State/Zip:** Schenectady, New York 12345

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1142458 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 8/16/2016 7:00:18 PM

**City/State/Zip:** Louisville, Kentucky 40205

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1142945 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 8/17/2016 7:50:13 AM

**City/State/Zip:** Butler, Pennsylvania 16001

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1021922 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/7/2016 8:32:52 AM

**City/State/Zip:** Oak Park, Illinois 60302

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)



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**Ticket: # 1144070 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 8/17/2016 3:03:56 PM

**City/State/Zip:** Larkspur, California 94939

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1145350 - Cable One Data Caps](#)

**Date:** 8/18/2016 7:41:07 AM

**City/State/Zip:** Eagle, Idaho 83616

**Company Complaining About:** Cable One

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## **Description**

Cable One is getting very aggressive about enforcing its 300 MB data caps suspiciously after the rollout of their new service tiers. This is a direct pressure tactic to cut down on cord cutters. We will be forced to upgrade to their new broadband plan for twice the monthly rate as a direct result of use of other over-the-top video services such as Netflix and HBO Now.

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**Ticket: # 1145868 - T-Mobile One**

**Date:** 8/18/2016 12:16:39 PM

**City/State/Zip:** Baltimore, Maryland 21202

**Company Complaining About:** T Mobile

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## **Description**

Context: T-Mobile's "BingeOn" feature allows non-unlimited plans to have access to unlimited video with partnering video services (Youtube, etc) with one main caveat: The video quality is degraded to use less data. Consumers can currently opt-out of this and get full-quality video, but it counts against their data limit while opted out.

Complaint: With the new "T-Mobile One" plan launching soon, the data plan is no longer limited - it is marketed as being completely unlimited, no data caps. However, BingeOn is enabled by default and cannot be opted out without incurring additional costs of \$25/month per device. Every existing customer who switches to "One", and every new customer after "One" launches, will be served degraded video (from all sources, not just partners), modified by T-Mobile as an ISP, unless they pay an extra fee for full quality.

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[Ticket: # 1145880 - TMobile's "Binge On" anti-Net Neutrality](#)

**Date:** 8/18/2016 12:21:00 PM

**City/State/Zip:** Colorado Springs, Colorado 80918

**Company Complaining About:** T Mobile

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## **Description**

TMobile's Uncarrier 12 plan gives "unlimited" data but with Binge On turned on by default, and costs \$25/month/per line to disable. Forcing all future customers to have 480p video unless they pay \$25/month is extremely anti-NN. Because they won't have plans with data caps after Sept 6, 2016, this unlimited plan is the only option for new users.

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[Ticket: # 1145893 - T-Mobile violating network neutrality](#)

**Date:** 8/18/2016 12:25:35 PM

**City/State/Zip:** Knoxville, Tennessee 37916

**Company Complaining About:** T Mobile

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## **Description**

My wireless provider is transitioning to a single plan which does not allow any HD video to be streamed unless I pay an additional \$25 a month. In addition to the \$70 a month, I will not be able to stream a single megabyte or second of HD video at any time unless I pay this fee. There is not a data cap I must pass to get this restriction. It is in effect immediately and my access to an open and equally prioritized Internet is deliberately blocked from the first second of the billing month. This is clearly in violation of network neutrality.

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**Ticket: # 1147818 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 8/19/2016 8:50:47 AM

**City/State/Zip:** Leesville, Louisiana 71446

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]



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**Ticket: # 1151312 - AT&T Data Cap enforcement on home internet services 2016**

**Date:** 8/21/2016 9:15:18 PM

**City/State/Zip:** Lakewood, Ohio 44107

**Company Complaining About:** AT&T

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### **Description**

AT&T Data Cap enforcement on home internet services 2016 is an UNFAIR PRACTICE on consumers. Billing and Net Neutrality issues with AT&T 2016 business model.

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**Ticket: # 1149720 - T-Mobile Unlimited Data Plan is not Unlimited**

**Date:** 8/19/2016 9:00:42 PM

**City/State/Zip:** San Francisco, California 94103

**Company Complaining About:** T Mobile

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## **Description**

Late last year I purchased a T-Mobile phone and cellular plan that consisted of unlimited phone calls, SMS messaging, and as they put it: UNLIMITED 4G LTE DATA. Everything about their marketing was "no restrictions" and "Carrier Unleashed." Unfortunately, after pour through pages and pages of fine print, I noticed that they throttle customers after they pass a certain amount of data usage. This month it's 26GB. No matter how they spin it, network prioritization, excessive usage, it dishonest to call it unlimited.

They have also launched new data plans that are rolling out that continue to say Unlimited, have this 26GB cap, and limit what kind of media I can access using their network. They downsample video, not due to speed restrictions, as you can pay \$25/mo to upgrade to HD video. No ISP should be able to tell users what to do with their data and which websites are supported to access without paying more. This isn't net neutrality. It's dishonest marketing, trickery, and against the law.

I don't understand how the FCC could stand by why they lie, outright, about data caps, capabilities, and more. Please don't let T-mobile use fine print buried thousands of words into a contract before they mention a network throttling of their UNLIMITED 4G LTE data. It says Unlimited LTE everywhere on my billing portal... but it's not what I actually receive. I've attached a screenshot of their app which features my data plan and limits in bold magenta coloring. It's a lie, but it's everywhere on T-mobile's website, app, and account materials.

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**Ticket: # 1149850 - XXXXXXXX XXXXXXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 8/19/2016 11:37:21 PM

**City/State/Zip:** Bayside, New York 11361

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1150815 - XXXXX XXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 8/21/2016 4:03:09 AM

**City/State/Zip:** Los Angeles, California 90034

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Time Warner Cable is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Time Warner Cable has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Time Warner Cable's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Time Warner Cable messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Time Warner Cable has admitted that its caps have nothing to do with managing congestion. Moreover, Time Warner Cable is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Time Warner Cable customer, I should be able to choose freely whether I want to subscribe to Time Warner Cable's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Time Warner Cable hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Time Warner Cable . Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1151460 - XXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 8/22/2016 7:55:09 AM

**City/State/Zip:** Cicero, New York 13039

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 1151781 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 8/22/2016 11:39:18 AM

**City/State/Zip:** Flagstaff, Arizona 86004

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 1152413 - Armstrong Cable Is A Mobopoly**

**Date:** 8/22/2016 3:07:12 PM

**City/State/Zip:** South Point, Ohio 45680

**Company Complaining About:** Armstrong

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## **Description**

In South Point, Ohio (45680) Armstrong Cable represents a monopoly on broadband service.

They abuse this monopoly by imposing arbitrary and indefensible data caps in residential broadband service of 200-300GB. This effectively prevents choice of programming services such as Netflix and Amazon Prime since the customer has no choice but to pay a penalty for choosing to not use Armstrong's TV programming.

Armstrong should be required to enter into a consent decree with the FCC to either allow competition or remove or greatly increase these data caps.

Also, as I have stated in an earlier complaint, Armstrong does not allow customers to use their own modems, and does so for an arbitrary reasons.

Charter Cable was recently fined over \$600,000 by the FCC for similar practices. Armstrong should have to pay a similar fine. Which would be an excellent opportunity for the FCC to limit Armstrong's abuse of their monopoly by offering them a consent decree regarding data caps similar to ones imposed by the FCC on the purchasers of Time Warner Cable in lieu of a fine by making them agree to not impose data caps for seven years.

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[Ticket: # 1152704 - Armstong cable internet data cap](#)

**Date:** 8/22/2016 4:27:50 PM

**City/State/Zip:** Medina, Ohio 44256

**Company Complaining About:** Armstrong Cable

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## **Description**

I am frustrated with the data cap that Armstrong cable applies to my account. I am limited to using their service because they have the monopoly on the cable service in this area. I do know that I can use a satellite service, however the internet is not fast enough. I have lived in many locations and this is the only ISP that has ever put a data cap on usage. This prevents my family from streaming movies on Netflix, Hulu, music, or on demand type services.

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**Ticket: # 1154039 - XXXXXXXX XXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 8/23/2016 10:45:41 AM

**City/State/Zip:** Greenacres, Florida 33415

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1155347 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 8/23/2016 5:00:36 PM

**City/State/Zip:** Kempton, Illinois 60946

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1156117 - XXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 8/24/2016 2:47:50 AM

**City/State/Zip:** Homer Glen, Illinois 60491

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1157186 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 8/24/2016 2:25:08 PM

**City/State/Zip:** Keystone Heights, Florida 32656

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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[Ticket: # 1157277 - Shentel data caps](#)

**Date:** 8/24/2016 2:50:03 PM

**City/State/Zip:** Forest, Virginia 24551

**Company Complaining About:** Shentel

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## **Description**

Last year Shentel imposed data caps while increasing the monthly bill. Instead of the unlimited service we have had for years, we now pay almost 10\$ more for 300GB. They are a cable company and these data caps are an attempt at impeding customers from dropping cable in lieu of streaming services. In addition, they reserve the highest speeds for the highest data caps. Prior to last year, we paid 42\$/mo for unlimited service. It is definitely hindering freedom of choice and free and equal access to the Internet. Considering Cable companies have a monopoly to begin with, it is inexcusable to also allow them to limit Internet usage as well. Consumers have no choice in cable companies, only one operates in an area. Now that same company gouges you for Internet as well.

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**Ticket: # 1157286 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 8/24/2016 2:51:15 PM

**City/State/Zip:** Keystone Heights, Florida 32656

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. I had unlimited use of the Internet until this past July, when AT&T changed my plan out from under me and placed a cap on my usage. These programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1159619 - XXXXXXXXXXX XXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 8/25/2016 2:29:56 PM

**City/State/Zip:** Browns Summit, North Carolina 27214

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]



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[Ticket: # 1162830 - XXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 8/26/2016 5:39:14 PM

**City/State/Zip:** Kingsley, Iowa 51028

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1168432 - XXXXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 8/30/2016 3:05:53 PM

**City/State/Zip:** Northborough, Massachusetts 01532

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1163827 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 8/27/2016 3:38:40 PM

**City/State/Zip:** Parsonsburg, Maryland 21849

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1164312 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 8/28/2016 4:33:36 AM

**City/State/Zip:** Chicago, Illinois 60614

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1164576 - Data Caps](#)

**Date:** 8/28/2016 3:01:33 PM

**City/State/Zip:** Peoria, Illinois 61614

**Company Complaining About:** Comcast

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## **Description**

Comcast says no one will hit the data cap for any given month. However, with situations like online gaming, movie streaming and online college courses, that cap comes and goes almost every month.



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[Ticket: # 1165208 - data caps](#)

**Date:** 8/29/2016 11:10:49 AM

**City/State/Zip:** Gurnee, Illinois 60031

**Company Complaining About:** Comcast

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## **Description**

Comcast recently and seemingly arbitrarily placed Data Caps on our usage and is demanding an additional \$50 to have them removed because we typically use more than their new allowance. we already don't have much of a choice in isp providers and these new caps are stifling to our family's education and research with school and work as well as how we typically communicate with peers, family and friends.

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[Ticket: # 1166070 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 8/29/2016 3:16:39 PM

**City/State/Zip:** Jersey Village, Texas 77040

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1176332 - XXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 9/3/2016 11:17:23 PM

**City/State/Zip:** Coraopolis, Pennsylvania 15108

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1166084 - XXXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 8/29/2016 3:19:22 PM

**City/State/Zip:** Jersey Village, Texas 77040

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1167283 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 8/30/2016 4:03:33 AM

**City/State/Zip:** Chicago, Illinois 60645

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.



These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1167773 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 8/30/2016 11:52:24 AM

**City/State/Zip:** Jacksonville, Florida 32210

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1170051 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 8/31/2016 11:41:41 AM

**City/State/Zip:** Carol Stream, Illinois 60188

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1171565 - Comcast**

**Date:** 8/31/2016 8:14:55 PM

**City/State/Zip:** Highland Park, Illinois 60035

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 1169384 - Data Caps**

**Date:** 8/30/2016 8:57:48 PM

**City/State/Zip:** Chicago, Illinois 60652

**Company Complaining About:** Comcast

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## **Description**

I have been with Comcast for about 8 years probably, and I've been through their painstakingly awful service and now they want to charge me more for their such a sub par job???? I have siblings that use the internet daily not for only videos and games, but for school work. I use it to pay the utility bills, I use it for research, we all use it on our phones because we already have awful data caps on our phones and now I have to worry about using up my own internet at home??? This is awful and I'm not gonna stand for this, especially from such an awful company that we've put up with for YEARS.



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**Ticket: # 1169543 - Verizon Internet Caps****Date:** 8/30/2016 11:51:16 PM**City/State/Zip:** Escanaba, Michigan 49829**Company Complaining About:** Verizon Wireless

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**Description**

I don't think the internet caps proposed by verizon or any mobile carrier is fair to the rural internet consumer. We pay out our ass on everything in rural as we have to commute to get to work and if we try to work from home our internet options all have hard caps on internet with satellite or mobile data. Cable company won't provide cable without \$10,000/mile deposit on expanding cable. They also never expand their cable out any farther we have been waiting 10 years and they always say they are already in our area until you call them and they say they aren't wasting both of our time. Dial up doesn't work in today's internet at all. Also getting charged by the gig when computers and phones and tablets all download on their own for updates can easily put you over the small data caps they give you. Not to mention verizon pushing video through them only as data that you can use is just communist. I would thank you for reading my rant and would appreciate anything in the fight against the monopoly mobile data.

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[Ticket: # 1169556 - XXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 8/31/2016 12:15:00 AM

**City/State/Zip:** Colorado Springs, Colorado 80923

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1170047 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 8/31/2016 11:41:12 AM

**City/State/Zip:** Carol Stream, Illinois 60188

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1173743 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 9/1/2016 9:33:36 PM

**City/State/Zip:** Miami, Florida 33170

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1172966 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 9/1/2016 3:38:33 PM

**City/State/Zip:** Orlando, Florida 32801

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)



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[Ticket: # 1173082 - XXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 9/1/2016 4:13:39 PM

**City/State/Zip:** Rock Hill, South Carolina 29732

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1176970 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 9/5/2016 10:13:29 AM

**City/State/Zip:** Nokomis, Florida 34275

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1177454 - Data Metering on non-egressed traffic](#)

**Date:** 9/5/2016 9:53:31 PM

**City/State/Zip:** Bartlesville, Oklahoma 74006

**Company Complaining About:** Cable One

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## **Description**

Cable One unfairly meters traffic that does not egress their network and applies it to customers monthly data caps. They then keep their monthly data caps artificially low in hopes of forcing customer into higher cost data plans.

For example, many ISP's proxy popular web streaming services such as NetFlix and YouTube to a localized cache. This cache resides on their internal network, which allows customers of said ISP to stream content directly from the cache and never leave the local ISP network. Even though the customer never leaves the ISP's network, they are still charged the data consumption against the customer's monthly data quota. It's an immoral practice with the only purpose of reducing egressed traffic (which saves the ISP operational costs) while the customer is left to pay for upgraded monthly data plans even though their streamed data never left the ISP's network.

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[Ticket: # 1177660 - Data Cap](#)

**Date:** 9/6/2016 9:54:29 AM

**City/State/Zip:** Bloomington, Illinois 61705

**Company Complaining About:** Comcast

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## **Description**

I am still convinced that the only reason Comcast has instituted data caps is to either drive customers to their cable tv packages and or basically increase revenue. It's ridiculous that I'm five days in and have already used 20% of my limit primarily by watching Netflix and Sling TV. At this rate I can't even use off site back up for my data. This data cap really limits my ability to use the internet in the way I expected and it's funny that they advertise faster speeds which only allow you to hit your cap faster. This is a cash grab for them and my area has been singled out for 'test marketing' for no real reason.

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**Ticket: # 1585461 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:09:21 PM

**City/State/Zip:** West Fork, Arkansas 72774

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1181770 - Net neutrality violators**

**Date:** 9/7/2016 8:55:31 PM

**City/State/Zip:** Hilliard, Ohio 43026

**Company Complaining About:** Att And T- Mobile

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## **Description**

Att and Tmobile disregarding net neutrality to enhance their product offering. Exempting companies who pay ATT for preferential treatment of data not counting towards the ATT subscriber data caps.

TMOBILE for throttling video streams.

Both for advertising "unlimited data"\* with certain terms and conditions.

Internet providers need to be managed as a utility by the government . There should not be discrimination of content provided. Pricing should be examined by oversight.



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[Ticket: # 1182896 - XXXX XXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 9/8/2016 1:51:53 PM

**City/State/Zip:** Hackettstown, New Jersey 07840

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1183729 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 9/8/2016 5:14:37 PM

**City/State/Zip:** Irvine, Pennsylvania 16329

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

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[Ticket: # 1183825 - Data Caps Stifle Competition and Should be illegal](#)

**Date:** 9/8/2016 5:47:54 PM

**City/State/Zip:** Shallowater, Texas 79363

**Company Complaining About:** Sudden Link

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## **Description**

Suddenlink, along with many other providers provide a data cap limit that is not a necessary feature of Internet service. I currently receive 100 Mbps Internet, but am capped at 350GB. I would be fine with the 50 Mbps Internet speeds of the lower tier, but a data cap of 250GB was not enough for my usage. I believe that this is a low cap used to stop non-cable TV paying users from using their Internet from streaming video or other entertainment options. The Internet should be free and open.

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**Ticket: # 1586081 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:32:47 PM

**City/State/Zip:** Astoria, New York 11103

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1586162 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:49:35 PM

**City/State/Zip:** Middlesex, New York 14507

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

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(b) (6)

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[Ticket: # 1186614 - XXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 9/9/2016 7:25:48 PM

**City/State/Zip:** New York, New York 10001

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.



These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1186759 - Usage Caps**

**Date:** 9/9/2016 8:50:35 PM

**City/State/Zip:** Des Moines, Iowa 50321

**Company Complaining About:** Mediacom

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## **Description**

The ISP used in our household recently introduced a data usage cap on their tiered plan packages. If the total usage goes over an arbitrary amount the ISP set / charges an extortionate amount for additional data units in similarly arbitrary 'blocks' (e.g. 50 GB.) This unjustifiable, price gouging practice is bad for consumers. I would like to switch ISP's but, unfortunately, our market is effectively dominated by a duopoly, both companies have effectively colluded to deploy this unfair practice. The only conceivable reason to set data caps is to induce reluctant customers into 'upgrading,' to higher cost service plans with higher limits on usage caps. This unfair practice only serves the ISP (cable company, in this case) interests in increasing revenue as more and more customers 'cut the cable TV cord.' Such a deceptive practice negatively affects this vital service by limiting choice and, potentially, dramatically increasing cost to the consumer.

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**Ticket: # 1586758 - Protect Net Neutrality!**

**Date:** 4/25/2017 3:31:58 PM

**City/State/Zip:** Seattle, Washington 98115

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
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- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

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To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

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(b) (6)

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[Ticket: # 1193564 - Data usage showing more data used than we did](#)

**Date:** 9/13/2016 3:22:23 PM

**City/State/Zip:** Cumming, Georgia 30040

**Company Complaining About:** AT&T

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## **Description**

AT&T is continually inaccurate in capturing data usage. For example, I have only been web browsing for an hour today and my usage meter on AT&T usage page shows I have already used almost 7 GB of data. How is this even possible??? It is only 3pm and I have not even turned on the TV to stream videos AT ALL today! If AT&T is going to enforce data caps based on data usage, then they'd better start capturing usage numbers correctly! AT&T is ripping me off!

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[Ticket: # 1193599 - Data usage showing more data used than we did](#)

**Date:** 9/13/2016 3:34:09 PM

**City/State/Zip:** Cumming, Georgia 30040

**Company Complaining About:** AT&T

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## **Description**

AT&T is continually inaccurate in capturing data usage. On 9-04-16 AT&T claimed we used almost 64 GB of data, and this is almost impossible! Even on days when the TV is streaming all day and we are working online, we never use more than 26 GB of data! If AT&T is going to enforce data caps based on data usage, then they'd better start capturing usage numbers correctly! AT&T is ripping me off!

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**Ticket: # 1021945 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/7/2016 8:45:57 AM

**City/State/Zip:** Masury, Ohio 44438

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1193852 - Comcast Data Caps**

**Date:** 9/13/2016 4:50:08 PM

**City/State/Zip:** Burlingame, California 94010

**Company Complaining About:** Comcast

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## **Description**

Comcast has data caps for my home, which I consistently go over just by doing normal things people do, surfing the web, emails, downloads. They say they are currently not enforcing the cap which makes it seem we should be grateful to them. Caps shouldn't exist in the first place, especially since Comcast is a cable monopoly in our area. I am not putting down my full info because last time I complained to Comcast, they retaliated by severely slowing down my internet speeds.



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**Ticket: # 1242654 - Comcast Data Caps**

**Date:** 10/7/2016 2:11:04 PM

**City/State/Zip:** Berkeley, California 94703

**Company Complaining About:** Comcast

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**Description**

Comcast sells services that with their data caps prevent one from using to any reasonable measure.

One pays extra for higher speeds, but one cant really leverage those higher speeds for anything of reasonable value as the data caps are the same for all speed tiers.

For example, I currently pay for their 250mbps tier. With the 1TB cap that they are now imposing I can really only use that tier for 9 hours a month in total.

250mbps gives one around 30MB per second. Using that tier one would download 1.8GB in a minute or a little over 9 hours to get to the max of the cap.

So in about 1/3 of a day of usage of the tier one reaches the cap meant for the whole month. It shows how caps are ridiculous in the context of speed tiers.

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[Ticket: # 1242662 - Data caps](#)

**Date:** 10/7/2016 2:11:47 PM

**City/State/Zip:** Atlanta, Georgia 30324

**Company Complaining About:** Comcast

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## **Description**

Data caps used by Comcast for internet are absurd and need to be removed. The internet is not a limited resource and the they have gone out if their way to prove that the only reason for this is for a quick cash grab.

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**Ticket: # 1194923 - Data Caps**

**Date:** 9/14/2016 9:28:48 AM

**City/State/Zip:** Dallas, Georgia 30132

**Company Complaining About:** Comcast

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## **Description**

It's been a while, and I have not heard anything from Comcast about my complaint.

My data cap (and everyone elses) needs to be removed, I shouldn't be punished for not wanting to pay 60 dollars a month for TV when I can save 50 dollars, and get a netflix subscription.

I should be allowed to pay for and watch whatever I want.. and my data cap being limited, I can't stream movies over 720p for fear of going over.

I want to stream in 4k, I want a VOIP service, skype, stream, play online games with friends, Host WAN games for my friends. I can't do any of this with a measly 1024gb data cap

If I didn't manage my internet usage, I would eat up all of my data in 10 days.

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[Ticket: # 1242676 - ISP Data Caps](#)

**Date:** 10/7/2016 2:12:27 PM

**City/State/Zip:** Lowell, Massachusetts 01854

**Company Complaining About:** Comcast

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## **Description**

I feel like Comcast new data caps are abusing a monopoly they have on internet service in major parts of our country. They have stated that there is no technical reason behind them, yet they say we should all pay our fair share. Yet there are no benefits for the users that use less internet, which goes against the fair share reasoning. I feel that as the internet progresses these data caps could get worse or squeeze users out of having access to the internet which is wrong.

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**Ticket: # 1240851 - Xfinity/Comcast Data Cap**

**Date:** 10/7/2016 10:13:24 AM

**City/State/Zip:** Royal Oak, Michigan 48067

**Company Complaining About:** Comcast

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**Description**

On November 1st, 2016, Xfinity will be implementing a 1TB data cap on all internet customers nationwide. Living in the Metro Detroit area, this now affects me and my family.

<https://customer.xfinity.com/help-and-support/internet/data-usage-find-area>

As streaming media continues to grow and get better, data consumption volumes will continue to increase. Going over 1TB of data in a month will soon be an easy feat and Comcast will use this to rake in huge profits at the expense of American consumers. In addition, data caps will not apply to their "Gigabit Pro Tier" internet plans. Essentially, if you pay more money to Comcast, they will remove the cap.

Comcast has already stated data caps are a business decision, not a technical one:

<http://arstechnica.com/business/2015/08/comcast-vp-300gb-data-cap-is-business-policy-not-technical-necessity/>

Last month, the price of my Comcast internet service increased from \$66 to \$94 per month. I should not have to pay extra AND have to micro-manage the data usage of all devices in my home. How much data my household uses per month is irrelevant.

I had no say in this data cap, nor will I have any say in whether or not it is changed in the future to further improve Comcast's profits in the guise of "fairness". I implore the FCC to regulate Comcast and any other service provider that already has too much power over this industry. Data caps are anti-consumer and only exist to gain profit for the ISP.

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**Ticket: # 1195542 - Unfair practice of capping internet if you dont get their TV service.**

**Date:** 9/14/2016 12:47:27 PM

**City/State/Zip:** San Francisco, California 94158

**Company Complaining About:** AT&T

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## **Description**

New customer to ATT Uverse. They offer a Elite(6Mbps) and Max Turbo(24) Mps Plan with a data cap of 1 TB of data a month. Unless I bundle their TV service. Which is consider anti competitive behavior.

I would have much preferred to be able to just get internet and not have TV service, and use Netflix or Hulu or one of the other online video services.

But the 1TB of data a month cap, means I can't do that, in case I go over the data limit.

Data cap on fixed line internet is unheard of, and the only logical reason they are doing this is to bundle the TV service and discourage the use of other Online video services without their TV service.

Please let me know what can and will be done about this behavior.

Thanks,

(b) (6)

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**Ticket: # 1195752 - Data Caps are interfering with Net Neutrality****Date:** 9/14/2016 1:50:23 PM**City/State/Zip:** Sparks, Nevada 89436**Company Complaining About:** AT&T

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**Description**

The data caps that AT&T have introduced (that can only be overridden by subscribing to their Direct TV service) is interfering with my ability to use a streaming service instead of paying for cable. Now, I am not speaking about mobile caps as I don't even use a smart phone. I am talking about my ability to watch news, download the movies and music that I legally purchased, and using my choice of video streaming services, which is Netflix, Youtube, Amazon Prime and CBS Access. I pay for Netflix and Amazon Prime. I also download content for my gaming, which I also pay for monthly. How is it not trying to force a monopoly by using data caps to force people to pay for Direct TV in order to avoid paying extra fees for watching streaming through AT&T's direct competitors. This is AT&T's way of trying to force their customers into Direct TV. How is that allowing for fair use and net neutrality? It is like saying "use our tv service or we will make you pay more!" Where is the protection for the general public from this kind of mafia tactic? If At&T can get away with this, then what is to stop all ISP providers from following suit? AT&T should not be allowed to force us to pay more merely because we do not want to use their Direct TV service, which absolutely does not even start to meet my tv needs. I should not have to worry about extra charges for doing what I have done for years, which is stream tv online, and download legally purchased ebooks, games, apps, photos, music and videos.

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**Ticket: # 1243342 - New Data Caps**

**Date:** 10/7/2016 3:26:51 PM

**City/State/Zip:** Corvallis, Oregon 97330

**Company Complaining About:** Comcast

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## **Description**

As of the time of signing up for my internet service at my home, I entered a 1 year agreement with Comcast to receive internet service for \$60 a moth. At the time of entering the agreement, the contract did not apply a data cap on my internet service, meaning I would not be charged extra for going over any data caps. Now Comcast is informing me and the rest of Oregon that we will be imposed a 1 TB cap on all its customers. If customers go over this cap, they will be charged heavily. Comcast almost has a regional monopoly in many areas, they are able to determine their prices without much complaint because where else are customers going to turn? I tried to look at other internet service but at that time, no other ISP that has better customer service or provides internet service without capping it's customers data could compete with the prices that Comcast had, they were too expensive because of Comcast's attempt to push out smaller ISP's from the area. This is also known as price gouging, Comcast is using these data caps as a way to increase prices without actually increasing them for everyone. They want to try and squeeze as much money out of their customers as they can before they get in trouble. Now when I entered this contract I was not subject to data caps and Comcast has no right to force my household or any other into imposing data caps it's users were not held to when they entered their contract. The only time it would be acceptable to enforce new data caps on customers would be at the end of their contract, giving them time to look at better options at ISP's that can provide competitive pricing without imposing data caps on their customers. They should also allow customers to back out of their contract when a major change comes to them, giving customers a chance to switch services and show the company that they do not support these practices. Comcast has existed for a long time providing unlimited internet to it's customers. The general population and the FCC knows full well that these data caps are not something needed to keep the internet from collapsing, they are merely a way for an ISP to gouge more money from their customers, there is simply no need for data caps, the infrastructure can support unlimited internet for all it's customers. Attached is my 12 month agreement with Comcast showing exactly when I entered the agreement. Also attached is the questions page for Comcast showing that the data cap plan is going into effect in Oregon starting November 1st. As one can clearly see, my contract started in July of the same year, showing that I entered an agreement with Comcast before these data caps are going to be imposed.



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**Ticket: # 1198072 - Re: CableOne's use of data caps come from a profit standpoint and not a network quality/stability perspective.**

**Date:** 9/15/2016 1:00:02 PM

**City/State/Zip:** Meridian, Idaho 83646

**Company Complaining About:** Cable One

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## **Description**

This is a follow-up to your previous request #1047519 "CableOne's use of data caps come from a profit standpoint and not a network quality/stability perspective."

I'm in extreme agreement and support of Netflix's recent FCC filing

<https://www.fcc.gov/ecfs/filing/10907201207103/document/10907201207103f710> stating that data caps or other similar restrictions put in place by ISPs do not appear to serve a legitimate purpose beyond draining every cent possible from subscribers. Cable One continues to charge excessive amounts for subpar service while delaying rollout of technologies that could alleviate the network burden Cable One claims to suffer due to "excessive use". Data caps are a roadblock in the progression of telco infrastructure and are an attempt by cable companies and similar industry members to maintain the status quo of poor customer service, severe lack of competition, and overpriced cable and Internet service. The FCC should move towards freeing the American market from the vice grip continually being tightened by greedy telco providers. While watching less television is never a bad thing, it should be my choice to watch less, not the decision of my ISP that I've been watching too much. I was sick at home for the better part of a week recently, and my use of Netflix over 2 days used up 20% of Cable One's "reasonable" bandwidth allocation for this month.

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[Ticket: # 1200546 - XXXXX XXXXXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 9/16/2016 12:30:59 PM

**City/State/Zip:** Fresno, California 93710

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1246205 - Comcast Data Caps in WA State**

**Date:** 10/7/2016 10:15:46 PM

**City/State/Zip:** Seattle, Washington 98106

**Company Complaining About:** Comcast

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**Description**

To whom it may concern,

I am writing to you today regarding the Comcast corporation's imposed data caps on Washington residents such as myself.

I am a computer engineer and understand the architecture that our nation uses to transit information. I am also a concerned citizen who is deeply troubled by the climate the telecom and internet conglomerates have forced upon the nation despite an outrageous amount of financial support in the form of contracts and governmental 'look-the-other-way' avoidances to monopolies.

This has to stop. The tax payers have subsidized an enormous part of the infrastructure of this nation and its being sold back to the people at an ever elevated cost.

This hardware exists already, the maintaince costs relative to profit margins easily justify Comcast corporation as a monopoly and administrations of past, with teeth, would have fractured this unwieldy giant long before it took hold of our national infrastructure.

The Comcast corporation is falsely suggesting that the internet is like some sort of finite resource, like water or lumber. But these analogies fail when one considers the mechanisms that allow for many years of forecasted autonomy. There is very little cost associated once the implementations are in place.

The Comcast corporation is also suggesting that there must be limitations or rations for the user base, as if there weren't enough internet to go around. This is a false dichotomy. The company has nothing more than profit maximizing as its first goal. When you consider that it is a feduciary requirement for corporations to maximize profit, this should be no surprise. However this encroaches on the idea that the internet is both a utility as well as a national infrastructure by which the economy and the national business for all Americans takes place.

Comcast might own aspects of this utility but they only gained this share through the bounty of the tax payer contract, the monopolistic protections and shrewd business practices. This is not acceptable and something must be done.

A free and open internet depends on government restraining corporations from assuming control and making profit be above all else.

Thank you for your time and I hope the future of Comcast corporation involves a stricter FCC.

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**Ticket: # 1239777 - Anti-Competitive Comcast Data Caps**

**Date:** 10/7/2016 12:47:23 AM

**City/State/Zip:** Oakland, California 94601

**Company Complaining About:** Comcast

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## **Description**

My name is Richard Brueckner, and I am a resident of California who works in the Tech sector who is outraged over the news that broke today about Comcast dramatically expanding its data cap scheme.

Data caps, especially when put in place by a company which aggressively promotes its legacy "cable" television, is nothing short of a long-term anti-competitive strategy to smother innovation and stifle adoption of 4K streaming content while offsetting revenue from declining cable television subscriptions through overage fees. Contrary to claims of infrastructure reinvestment and "fairness," this money is a blatant cash grab designed to extract more money from people who are already often not getting what they pay for (in terms of speeds). Additionally, companies like Youtube (where I used to work), Hulu, and Netflix already pay Comcast for the additional traffic they use, and now Comcast is turning around and abusing its market position to double dip and pinch the consumer on the other end as well.

The current plan is for 1TB, which by today's standards may seem like a significant amount of data. However, with the eventual adoption of 4K streaming and the increasing visual fidelity of other digital forms of entertainment (video games & VR) it will not be long before this "generous" data cap begins to feel like a noose around our neck - and suddenly it conveniently becomes more economically viable to purchase a bundled cable subscription that attempt to stream services from providers like Netflix.

If Comcast wants to operate as a local/regional monopoly it needs to be tightly regulated like the public utility it is. Upon hearing this news I immediately looked up alternatives in my area. The only alternative available in my area is a 5 Mbps DSL connection. My unit does not have any phone lines and that speed is frankly too low for me to be able to work from home (an ability I rely on). If I had a viable alternative to Comcast in my neighborhood, I would cancel my subscription without a second thought.

The FCC needs to take a stand and put a stop to these anti-consumer and anti-competitive practices.

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**Ticket: # 1242684 - Comcast data caps**

**Date:** 10/7/2016 2:13:46 PM

**City/State/Zip:** Lewisville, Texas 75067

**Company Complaining About:** Comcast

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## **Description**

Although I am not a Comcast customer, I think the practice of instituting nationwide data caps is a profit driven practice that does not benefit the consumer. I believe internet should not be sold as a metered service, as the cost to utilize the internet is a fixed cost to the consumer whether or not they hit that initial threshold. Since it is not being sold as a fully metered service, there's an inherent profit the provider benefits from by limiting the amount of data the consumer uses. Since service is priced based on connection speed rather than usage there's already a hefty profit base built in for customers with higher speed connections when the only determining factor is the throttle placed upon the customers connection from the provider.

It's simple extortion to price based on perceived limited resources. Data isn't a well that will run dry and inconvenience other customers. If I'm on a dedicated connection, my usage affects no one else on the network making the scarcity model they use as an excuse a weak argument.

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[Ticket: # 1242689 - Comcast Data Cap](#)

**Date:** 10/7/2016 2:14:00 PM

**City/State/Zip:** Novi, Michigan 48375

**Company Complaining About:** Comcast

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## **Description**

Data caps are anticompetitive to online streaming video services.

I'm afraid that Comcast will begin allowing data-free streaming from some services and not others (similar to how T-Mobile treats Spotify/YouTube/et al) which I believe violates the principles of net neutrality. This should not be allowed by internet service providers.

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**Ticket: # 1203079 - CableOne data cap hidden overage charges****Date:** 9/17/2016 5:00:18 PM**City/State/Zip:** Meridian, Idaho 83642**Company Complaining About:** Cable One

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**Description**

CableOne purports to have no overage fees on their Internet plans with anticompetitive data caps. However, if you exceed their cap 3 times over a 12 month period, they upgrade you automatically to the plan where you have not exceeded the cap. This means that if you go over by 15gb over your 300gb cap twice 8 months ago, and 101gb in the current month, they will upgrade you to the plan with a 500gb cap (which costs twice as much.) Worse, they will not let you downgrade until you have been under the original plans cap for 3 months continuously. They basically amounts to an overage fee of the difference in plan costs x 3 (or more.) Advertising these plans as having no overage fees is deceptive and anticompetitive. CableOne argues that these data caps are necessary for network management, yet they offer a business plan with no cap for \$10/mo more (on a 3 year contract) than their cheapest residential plan with the 300gb cap. This plan is half the speed at 50mb, however it has a higher upload bandwidth and since you can't actually use 100mb consistently on the residential plan without exceeding the cap, the value is better overall even with the lower speed. Tellingly, CableOne will also not let you switch to a business plan from a residential plan if you have went over your cap in the past 3 months, even if you have not been forcefully upgraded, increasing the chance you will go over again by some small amount and be stuck longer and/or forcefully upgraded to a more expensive residential plan.

In the area I live, CableOne is the only option available for reliable ott streaming as the only other provider Centurylink has not upgraded their lines in much of the are and only offers 20mb service max that often underperformed that significantly as it is ADSL2. Worse, the upload speed of the Centurylink service is under 1mb, and thus completely unusable for any sort of videoconference or online backup solution. CableOne is clearly taking advantage of this uncompetitive situation by instituting data caps that discourage ott streaming so that customers are more likely to purchase their shoddy video products. Note that CableOne does not offer any 4k service, yet streaming 4k over their network on a consistent basis is a great way to blow data caps all the time month to month and get upgraded to more expensive plans that provide little to no additional value and prevent downgrading from them.



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**Ticket: # 1203313 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 9/17/2016 8:10:45 PM

**City/State/Zip:** Conshohocken, Pennsylvania 19428

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1242691 - Comcast instating data caps](#)

**Date:** 10/7/2016 2:14:11 PM

**City/State/Zip:** San Mateo, California 94403

**Company Complaining About:** Comcast

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## **Description**

Comcast instating data caps seems like a decision to increase profits and reduce the usability of what some might consider a basic/public utility.

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**Ticket: # 1242698 - Comcast Data Caps**

**Date:** 10/7/2016 2:14:54 PM

**City/State/Zip:** Mountain View, California 94043

**Company Complaining About:** Comcast

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## **Description**

Comcast data caps are implemented only in places where they have no competition in order to force you into more expensive plans. This is really, really wrong. For example, "They had data caps here in Nashville until Google fiber showed up. Then 20mb/s went from 70 bucks a month to 120 mb/s for 70 bucks... Now I can get a gig or two per sec for 120 dollars... Where it wasn't offered less than a 600 dollars for fiber a year ago."

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**Ticket: # 1204138 - Re: Comcast is deceiving users by forcing them to be apart of a bullshit trial as an excuse them to milk more money from its customers**

**Date:** 9/18/2016 6:26:39 PM

**City/State/Zip:** Lake Villa, Illinois 60046

**Company Complaining About:** Comcast

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## **Description**

This is a follow-up to your previous request #1114624 "Comcast is deceiving users by forcing them to be apart of a bullshit trial as an excuse them to milk more money from its customers"

Xfinity fucks up their internet meter to make you think you are using high data. I am using the same usage and only used 359gb and somehow last month with the same usage i hit 1300gb. Comcast please tell me how that is possible when you don't provide what usage uses what. Seriously Comcast and you want to charge me data caps. Hey guys you know if you are so hard on money that 50\$ a month will break your bank then why would you buy Dreamworks then? Hummmm. Seems Comcast corporate bullshit is at it again. ATT here I come at the end of 2017 you bet your ass I'm switching. Your greedy dumbasses dont deserve my money anymore and if I wasn't forced to pay you because of the contract I'm in with you I pay you 0.

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**Ticket: # 1247819 - Comcast Data Caps**

**Date:** 10/8/2016 10:37:54 AM

**City/State/Zip:** Schaumburg, Illinois 60194

**Company Complaining About:** Comcast

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## Description

Hello,

With the recent Comcast rollout of nationwide 1TB data caps I feel it is crucial that I submit my complaint. Data caps are a problem and without swift action will be a much larger issue in the near future limiting not only innovative uses of the Internet but the entire global flow of information. Data caps are not only an inconvenience to those customers but are simply against net-neutrality at its core. This is nothing more than a money grab and attempt to get people to stick with the dying cable TV model. It even excludes Comcast related data from that cap!!

It unnecessarily impedes emerging video technologies such as 4k streaming while simultaneously punishing those that dare to download large games or files. It's not even rooted in network congestion: <https://www.techdirt.com/articles/20130118/17425221736/cable-industry-finally-admits-that-data-caps-have-nothing-to-do-with-congestion.shtml>

For example: streaming 4k content according to Netflix uses roughly 4.7GB per hour. Doing that math that's ~7 hours PER DAY before hitting said 1TB cap. Multiply that by 2 or 3 other members of a household and you can watch at most a few hours per day. This is assuming you do absolutely NOTHING else with that Internet connection.

The further encroachment of data caps sets a dangerous precedent that unchecked will stifle innovation and let ISPs control the flow of information into households. This is something that needs to be curbed quickly to prevent ISPs restricting the flow of information simply to benefit themselves. I urge you to please consider restrictions or outright banning of data caps on hardline Internet connections such as cable and DSL. I further ask that you investigate data caps on cell data to determine if there is actually any legit reason they exist. T-Mobile is a great example. They allow very specific traffic to NOT count towards a data cap. This is also against net-neutrality.

Full disclosure: I'm not a Comcast customer, I am with Time Warner (now Spectrum). I do not have a data cap but average right around 2TB per month with what I consider normal usage, at least for the next generation. Data usage is only going to increase and at a rapid pace as new technologies emerge.

I'll say it a second time, please consider a ban on data caps. This is nothing but the stifling of innovation, holding onto an archaic business model, and lining of pockets of ISP executives. What we ACTUALLY need is more innovation, more competition, and a stronger Internet presence as a country.

Signed,

(b)

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**Ticket: # 1239917 - Comcast internet caps**

**Date:** 10/7/2016 1:47:27 AM

**City/State/Zip:** Seattle, Washington 98103

**Company Complaining About:** Comcast

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## **Description**

Today news was released regarding Comcast rolling out data caps nationwide starting on November 1st. This is anti consumer and should be seen as anti competitive as we are usually relegated to only one choice, or sometimes two with the second choice being dsl which isn't as fast or reliable as cable. I am generally very satisfied with Comcast's internet service and customer service, but the data caps are not fair.

First, Comcast has admitted this is a business decision and not needed for network management, see this story:

<http://arstechnica.com/business/2015/08/comcast-vp-300gb-data-cap-is-business-policy-not-technical-necessity/>

Second, The measuring isn't accurate:

<http://arstechnica.com/business/2015/12/comcast-admits-data-cap-meter-blunder-charges-wrong-customer-for-overage/>

They already charge for different speeds, so I pay more money to reach the limit faster? That doesn't seem fair at all. cell phone plans charge data limits but we all get the same speed, Comcast wants to charge for speeds and data limits? This is the type of predatory business model we get there is no competition in the industry and we have no say. While most people don't use 1TB right now, and I currently use half, we are becoming more internet reliant and more people will hit that cap and Comcast will just make pure profit.

If I had 5 providers to choose from then I would switch because there would be a free market, but that's not the case so we need government intervention in this instance.

Thank you.

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**Ticket: # 1245056 - Comcast Data Caps - Net Neutrality****Date:** 10/7/2016 7:05:05 PM**City/State/Zip:** Houston, Texas 77036**Company Complaining About:** Comcast

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**Description**

I am filing a complaint in response to Comcast rolling out data caps in the Houston area. I received an email October 6, 2016 stating that effective November 1, 2016 they would be imposing a cap of 1 TB per month on my internet service. When I signed up for their service part of the reason I chose Comcast was that they did not impose a data cap, the other is that they and AT&T have a duopoly in my area. So it was chose one or the other.

Comcast is clearly able to offer unlimited internet service since they do offer an unlimited plan at an additional cost of \$50 per month. This is a blatant money grab and is geared toward deterring customers from using streaming video in favor of their own cable television services. Even though I come nowhere near their cap, I am appalled with Comcast's tactics that are against the spirit of an open internet and does nothing but line their own pockets.

The other matter that truly angers me is that Comcast states they will be injecting "in-browser notifications" about data caps. An ISP using injection to direct messages to it's customers is deeply troubling and opens to door to abuse of Net Neutrality via directed messages and allowing ISPs to directly send code packets to their customers. Not only is it worrying that an ISP is being allowed to do this but it becomes a security risk were an outside party to gain access to this system and is disruptive to other web applications.



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[Ticket: # 1245356 - Internet Caps](#)

**Date:** 10/7/2016 7:48:47 PM

**City/State/Zip:** San Jose, California 95118

**Company Complaining About:** Comcast

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### **Description**

Very bad decision on Comcast's part to impose monthly data caps.

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[Ticket: # 1204860 - XXXXX XXXXXXXX 's complaint re: ISP Zero Rating](#)

**Date:** 9/19/2016 10:51:35 AM

**City/State/Zip:** Plainview, Texas 79072

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 1205049 - XXXXX XXXXXXXX 's complaint re: ISP Zero Rating](#)

**Date:** 9/19/2016 11:47:51 AM

**City/State/Zip:** Plainview, Texas 79072

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 1242704 - Data Caps On Comcast in Plymouth MN**

**Date:** 10/7/2016 2:15:38 PM

**City/State/Zip:** Plymouth, Minnesota 55447

**Company Complaining About:** Comcast

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## **Description**

Hello - I am a Comcast customer in Plymouth MN. I received notice from Comcast that they will be implementing a data cap in my area. I'm disappointed with this as I've dropped comcast tv to stream most of my families TV through online providers Netflix and Amazon Prime Video. I do use quite a bit of data with this setup, but as represented by Comcast Internet advertising this is what Comcast internet is supposed to let me do - stream videos, download files faster than the competitor, etc. This is a fundamental change to the service I signed up for. I am surprised that they can make such a change arbitrarily. I thought that cable companies were a regulated monopoly. If I had a real choice of provider in my area I would switch services. I have tried Century Link internet and their service up time and throughput consistency levels are very poor. Thanks, Eric Dwinell

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**Ticket: # 1205313 - Cable One Data Caps****Date:** 9/19/2016 12:53:32 PM**City/State/Zip:** Rio Rancho, New Mexico 87124**Company Complaining About:** Cable One

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**Description**

I am a customer of Cable One in Rio Rancho, NM, because Comcast service, the only other area cable service, "conveniently" ends approximately a mile from my house at the Rio Rancho city limits. I have been a customer of Cable One since August 2014, yet I only recently was informed of a data cap of 300GB. In addition, I was informed that I had breached this mythical cap (Of which I was never informed when signing up for service) multiple times and I would be forcibly moved to a more expensive "tier" that provides no additional benefit other than a higher data cap.

My biggest issues with this are many:

1. My data habits have not shifted dramatically. My family uses a significant, but not ridiculous, amount of data each month performing legal activities (Gaming, Netflix, etc.). We are not streaming torrents, bootlegging, or anything else. However, as soon as I realized our cable box was turned off more often than our online entertainment services, I canceled my cable television, and almost immediately after that, my internet usage became a problem for Cable One. Like I said earlier, no huge pattern changes, although 4K video is becoming more available.
2. They repeatedly hijacked browser windows on my devices to try and force me to acknowledge or read some notice. I regularly use iOS content blockers, and they still overrode the security settings of my devices to display their messages, which is a blatant breach of my privacy. I would close a window, type a new address in my browser, and Cable One's messages would take over the browser tab. I'm not sure I can trust the company to honor my privacy in any way, yet I have no real alternatives.
3. Without my permission, I was moved to a more costly tier of service that provided nothing other than a higher data cap.

In this case, I really feel as if I have no alternatives other than to drastically change my lifestyle to be able to live with poor-performing DSL from Century Link or just surrender to Cable One's intimidation and cable monopoly abuse. I understand if Comcast was the sole provider in my area, I would probably face the same, or worse, treatment, but conveniently, their service seems to end exactly where Cable One's begins.

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[Ticket: # 1247196 - data caps](#)

**Date:** 10/8/2016 1:42:36 AM

**City/State/Zip:** South Jordan, Utah 84009

**Company Complaining About:** Comcast

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## **Description**

Data caps shouldn't exist. Data is not a finite resource!



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[Ticket: # 1205446 - XXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 9/19/2016 1:25:57 PM

**City/State/Zip:** Seymour, Tennessee 37865

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 1242716 - Comcast Data Cap](#)

**Date:** 10/7/2016 2:16:27 PM

**City/State/Zip:** Salem, Virginia 24153

**Company Complaining About:** Comcast

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## **Description**

Hello,

Comcast has recently informed me that there will be a data cap imposed on my service and I believe this is unfair. It is strictly a punitive policy that doesn't help them administer their network more effectively.

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**Ticket: # 1247270 - Data Cap Imposed on previously unlimited data usage**

**Date:** 10/8/2016 2:00:30 AM

**City/State/Zip:** St. Louis Park, Minnesota 55426

**Company Complaining About:** Comcast

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**Description**

On November 1st, Comcast (the only high speed internet option available at my residence) is imposing a data usage cap of 1 Terabyte per month on the previously unlimited internet plan I have. When talking to the representative last year, I was assured there was no data cap, and never once was I told there was even a possibility of this.

Because of Comcast's local monopoly, they are able to engage in non competitive practices and gouge me for everything they think they can squeeze from me. Other companies (all in competitive areas) can offer up to 1 gigabit/second for less than what I am paying, and offer plans similar to my speed for under half the cost. Comcast is lagging behind the rest of the world in technology and availability because it has no economic reason to improve these areas while it has a monopoly and consumers do not have a competitor to pay for a similar service.

This service has no value added to it; it has been intentionally worsened and will force its consumers to pay \$50 per month on top of the previously agreed upon pricing to get non-capped usage back. In short, they are charging us consumers at least 50% more for the same service we have been receiving.

Internet usage is not something that should be treated like a consumable product; our world and economy relies on connections between people, businesses, organizations, and governments that must be constantly accessible and continuously growing. Limiting consumers in their ability to learn, share, and consume in today's increasingly internet-orienting world would be like limiting the access of interstate highways to those with more wealth. If we are to keep growing economically, educationally, and meaningfully as a country and as a world, we need these pathways of data open, and ensure that they remain so via regulation.

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**Ticket: # 1207854 - XXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 9/20/2016 11:35:31 AM

**City/State/Zip:** Bridgewater, New Jersey 08807

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 1243537 - Comcast Data Cap****Date:** 10/7/2016 3:49:35 PM**City/State/Zip:** Ypsilanti, Michigan 48197**Company Complaining About:** Comcast

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**Description**

Comcast is instituting data caps nationwide, rolling them out to markets like mine in Michigan. Although 1 TB is an insanely large amount of data, if it is allowed now, there is no guarantee that it will always stay so high, and with the rapidly increasing pace of technology, what seems like an enormous amount of data now may seem to be a pittance in the future. Twenty years ago, 16 GB hard drives were considered high technology, more space than anyone would ever need. Today, 16GBs is considered an intolerably small size, you can buy a 16 GB flash drive for about \$4, and it's considered on the small side. Some estimates say that the average American consumes over twice that amount a day in data. When this inevitably happens to 1 TB - which given the increasing pace of technological advancement could be sooner than we think - Comcast will have no incentive to raise the cap because it is a monopoly in most areas. In fact, it has every incentive to lower the cap once it is in place in order to extract more revenue from its mostly-captive customer base. This would restrict, or greatly burden, the internet access of millions of poorer Americans in the process. The UN has declared internet access essential to the protection of many other human rights, and the United States, as the leader of the free world, should never allow a state of affairs to develop on its soil which would so restrict freedoms, especially the freedom of expression.

This move by Comcast shows nothing more than bare, rent-seeking, and base monopoly power; the very thing the Sherman Anti-Trust Act was passed over a century ago to forestall. If Comcast is allowed to do this now, other ISPs with equally-captive customer bases, such as Verizon and Time Warner, may follow suit. If the prevailing paradigm of ISPs as natural monopolies is the only way an internet infrastructure can be constructed, it is long past time that the FCC come out in favor of regulating internet providers like Comcast as full public utilities complete with price control; not only to reign in these egregious abuses, but to promote, and require, innovation in a crucial infrastructure. Although the move by the FCC to start regulating ISPs as common carriers was a good first step, it is worthless if not used. The FCC needs to reign in abuses like these and truly hold Comcast and its ilk accountable for anti-innovation, price-gouging behavior like this.

Sincerely,  
A University of Michigan Law Student

**Sources:**

<https://www.engadget.com/2016/10/06/comcasts-1tb-data-caps-start-to-roll-out-nationwide/>

<http://www.pcworld.com/article/127105/article.html>

<https://www.techdirt.com/blog/innovation/articles/20091209/2356107282.shtml>

[https://en.wikipedia.org/wiki/Right\\_to\\_Internet\\_access](https://en.wikipedia.org/wiki/Right_to_Internet_access)

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**Ticket: # 1240563 - Comcast Must Be Stopped**

**Date:** 10/7/2016 9:22:00 AM

**City/State/Zip:** New Haven, Connecticut 06513

**Company Complaining About:** Comcast

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## **Description**

Comcast has enjoyed a nationwide monopoly/oligopoly for many years, both in the areas of cable television and cable internet. Now, with customers leaving their television service in droves they have decided to flex their monopolistic muscles and begin charging customers more for the same service. Yesterday, I received a letter from Comcast informing me that they would begin enforcing arbitrary "data caps" - a concept which has no technological justification other than a vague, hand-wavey dismissal of 'fiarness' - on my account.

In short, if I want to receive the exact same service I have received for years, as a loyal customer, I must begin paying an EXTRA \$50 per month to continue enjoying unlimited data. They claim that they are "increasing" their previous limits, as a courtesy to the customer - limits that were never enforced and never advertised, and therefore never actually existed. They've taken my virtually unlimited access to information, crippled it, and put an additional price tag on it.

This is a clear punishment towards the millions of customers who have opted not to purchase television service, and rely on heavy internet usage for streaming shows and entertainment. It is blatantly anti-competitive against Netflix, Hulu and Amazon, their largest competitors in the television market.

I beg the FCC to put a stop to this. There is no technical reason to enforce data caps, there is no additional cost to provide more bits & bytes to the customer. It is time to break up the Comcast monopoly; force them to rent out their service lines - divide the internet service provider from the cable lines they so greedily exploit.

America is already struggling, with other countries far surpassing us in quality and cost of internet access. We need to take action, to remain competitive in the global marketplace and ensure internet service is as cheap and available as any other utility, such as phone lines or water.



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[Ticket: # 1240772 - Comcast Data Caps](#)

**Date:** 10/7/2016 10:00:41 AM

**City/State/Zip:** Walker, Michigan 49534

**Company Complaining About:** Comcast

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### **Description**

Comcast enabling unnecessary data caps nationwide in markets they have a monopoly in for no reason other than they can.

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[Ticket: # 1245567 - Data cap](#)

**Date:** 10/7/2016 8:21:52 PM

**City/State/Zip:** Houston, Texas 77004

**Company Complaining About:** Comcast

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## **Description**

Comcast has a monopoly where I live and just instituted a data cap which is directly in conflict with open access to the internet

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**Ticket: # 1211599 - Data Cap**

**Date:** 9/21/2016 4:21:43 PM

**City/State/Zip:** Medina, Ohio 44256

**Company Complaining About:** Armstrong Cable

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**Description**

Data cap on home internet. The data cap is only 200GB I get charged every month I go over.

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**Ticket: # 1211730 - Comcast Data cap**

**Date:** 9/21/2016 4:52:40 PM

**City/State/Zip:** Chicago, Illinois 60652

**Company Complaining About:** Comcast

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## **Description**

comcast has instated a data cap in the chicago market and is using it to severely increase the cost of internet services .

they are using it to drive customers to their cable services, away form internet streaming services like netflix, hulu, crunchyroll, pandora, internet radio, Playstation Now.

as a streamer i stream a lot of media and games and have exceeded my cap for this month around the 15th.

this data cap is a way to stifle competitors. this is in the purest terms of net neutrality and freedom of speech/information, a violation of both.

this is a major issue for me because the only other service, that's not from a reseller or wireless, i can get is kilobit ADSL service (due to the location of AT&Ts relay center).

in addition i have never received the notification of a data cap being applied to my account.

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**Ticket: # 1240517 - Data Caps****Date:** 10/7/2016 9:14:35 AM**City/State/Zip:** Brandon, Mississippi 39042**Company Complaining About:** Comcast

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**Description**

Hello. I pay Comcast for the fastest internet available to me. Aside from Comcast, there are virtually no other options for me, as a consumer. I had selected and paid for internet service on an instantaneous ("Mbps") throughput basis. My current internet service is be subject to a monthly usage cap, and overages would be billed to me. This is effectively a detrimental invasion of my ability to freely use the Internet through a service which I pay for.

I am already "capped" by the "Mbps" package I have intentionally selected. I pay a premium for very fast internet, which now effectively enables me to reach my monthly cap that much faster. The monthly cap now effectively penalizes me (and any others like me) for my use of the internet during off-peak hours, which offers no burden to Comcast. "Bytes" >are not a precious, limited natural resource; those used at 2am will have virtually no impact on the "fair" use of the internet by anyone else. In fact, subjecting my internet usage to an additional cap on a monthly basis has been clearly demonstrated to be nakedly anti-consumer in an industry without sufficient competition:

<http://arstechnica.com/business/2015/08/comcast-vp-300gb-data-cap-is-business-policy-not-technical-necessity/>

Additionally noteworthy, the bandwidth meter to which I will now be monetarily subject is apparently operated without oversight or regulation:

<http://arstechnica.com/information-technology/2016/09/tales-from-comcasts-data-cap-nation-can-the-meter-be-trusted/>

How much I currently use is irrelevant. I had no say in this data cap, nor will I have any say in whether or not it is changed in the future to further improve Comcast's profits in the guise of fairness.

I have effectively one option for high-speed internet at my location. The free market has failed me. I have one choice; it must be heavily regulated.

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[Ticket: # 1239887 - Data Cap limits](#)

**Date:** 10/7/2016 1:32:39 AM

**City/State/Zip:** Ogden, Utah 84403

**Company Complaining About:** Comcast

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### **Description**

Comcast is putting data cap limits on the internet. These data caps are just a way for Comcast to neglect our infrastructure infringe on my freedom.

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[Ticket: # 1246577 - comcast data caps](#)

**Date:** 10/7/2016 11:20:59 PM

**City/State/Zip:** Lynnwood, Washington 98037

**Company Complaining About:** Comcast

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### **Description**

data caps are anti net-neutrality because they are forcing me away from streaming services towards their cable tv.

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**Ticket: # 1243221 - Comcast 1TB data cap.**

**Date:** 10/7/2016 3:13:04 PM

**City/State/Zip:** Campbell, California 95008

**Company Complaining About:** Comcast

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## **Description**

I am so hopping mad. I have already fired off emails to my state & federal reps (except the one Republican one). Hello. I pay Comcast for the fastest internet available to me. Aside from Comcast, there are virtually no other options for me, as a consumer. I had selected and paid for internet service on an instantaneous ("Mbps") throughput basis. Today, I received an email that my current internet service would now be subject to a monthly usage cap, and overages would be billed to me. Though Comcast may lay claim to the existence of a previous monthly cap on paper, I have never been subject to billing for any total monthly usage prior to this notice, regardless of use. This is effectively a detrimental change to me and my family, for which I have no recourse.

I am already "capped" by the "Mbps" package I have intentionally selected. I pay a premium for very fast internet, which now effectively enables me to reach my monthly cap that much faster. The monthly cap now effectively penalizes me (and any others like me) for my use of the internet during off-peak hours, which offers no burden to Comcast. "Bytes" are not a precious, limited natural resource; those used at 2am will have virtually no impact on the "fair" use of the internet by anyone else. In fact, subjecting my internet usage to an additional cap on a monthly basis has been clearly demonstrated to be nakedly anti-consumer in an industry without sufficient competition:

<http://arstechnica.com/business/2015/08/comcast-vp-300gb-data-cap-is-business-policy-not-technical-necessity/>

Additionally noteworthy, the bandwidth meter to which I will now be monetarily subject is apparently operated without oversight or regulation:

<http://arstechnica.com/information-technology/2016/09/tales-from-comcasts-data-cap-nation-can-the-meter-be-trusted/>

How much I currently use is irrelevant. I had no say in this data cap, nor will I have any say in whether or not it is changed in the future to further improve Comcast's profits in the guise of fairness.

I have effectively one option for high-speed internet at my location. The free market has failed me. I have one choice; it must be heavily regulated.

I implore you to take action to regulate these businesses, including but not limited to double-dipping through the imposition of monthly data caps.



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[Ticket: # 1242551 - Comcast data caps.](#)

**Date:** 10/7/2016 2:00:58 PM

**City/State/Zip:** Santa Clara, California 95051

**Company Complaining About:** Comcast

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## **Description**

Comcast is implementing a data cap in my area. My bill will increase 25% if I expect to keep the same level of service. This seems wrong.

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**Ticket: # 1217033 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 9/23/2016 8:29:42 PM

**City/State/Zip:** Hanover Park, Illinois 60133

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online. On top of that, their usage meter is off. Since the inception of the usage meter I also have turned on my own, because they were reporting overly used data, without any explanation! I've opened a ticket with them to help remedy this but even their engineers are stumped! Where their usage meter says I've used 1200gb, my router (where everything passes through) says I've only used 700gb, or less. This month in particular, they claim I've used 1.5tb of data, and my router has only reported 780gb! Please enforce net neutrality and disallow Comcast from using caps! ESPECIALLY if they're reporting it incorrectly!!

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1218488 - Data Caps**

**Date:** 9/25/2016 2:43:17 PM

**City/State/Zip:** Norridge, Illinois 60706

**Company Complaining About:** Comcast

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## **Description**

In June of 2016, Comcast implemented data caps in the state of Illinois. These data caps are impeding my right to an open and accessible internet that I already pay for. Comcast now allows 1tb of data to customers for every billing period (1 month). I have a family of two that regularly use the internet, I do business relations and run a media company online; this activity on top of streaming, videogaming, video uploads, game updates and media downloads, my internet well exceeds over 1tb of data. Comcast has noted that in a calendar month they will charge the customer \$10 for each additional 50gb of data for a maximum of \$200 worth of overage fees. In half of a month, I have already accrued \$40 in overage fees. Keep in mind, prior to June I did not have ANY data cap from Comcast's Xfinity service. Comcast offers an "unlimited data" package that costs an additional \$50 a month. I feel that this company has nicked and dined me enough and it is ridiculous that I am forced to pay more money for the same service that I received for YEARS at my current price. I personally download a lot of PC games. Each game ranges from 50gb-100gb per download. Just five games and my data is halfway gone for the month. I had a game update for a game that I already own that had a 66gb update the other day.

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**Ticket: # 1218518 - Data caps**

**Date:** 9/25/2016 3:19:13 PM

**City/State/Zip:** Austintown, Ohio 44511

**Company Complaining About:** Armstrong Cable Services

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## **Description**

I live in Austintown Ohio with only one ISP. I use internet only to meet my recreational television needs. My ISP places a data cap of only 300 gb a month. You then have to pay \$15 for each additional 100 gb. I consider my household pretty typical. Between kids homework, YouTube, Netflix, and streaming television network shows we go over that limit easily every month. What happens when 4K becomes the norm? Since when did I have to ration data at home?

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[Ticket: # 1241433 - Internet data cap](#)

**Date:** 10/7/2016 11:47:28 AM

**City/State/Zip:** Bellingham, Washington 98226

**Company Complaining About:** Comcast

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### **Description**

Comcast is instituting a data cap in Washington state and I don't think that is right. I stream and game all the time and rarely use cable.

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**Ticket: # 1218906 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 9/26/2016 3:16:20 AM

**City/State/Zip:** Arvada, Colorado 80005

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 1220481 - Comcast Data Caps](#)

**Date:** 9/26/2016 5:20:05 PM

**City/State/Zip:** Darien, Illinois 60561

**Company Complaining About:** Comcast

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## **Description**

Comcast has recently introduced data caps on broadband internet connections in our area of Darien, IL. They have however exempted their own services from this cap. This is in violation of net neutrality principles as mandated by FCC. Also data caps are harmful to continued innovation and selective application of the same can lead to monopolies that are detrimental to consumers. Please restrain comcast from imposing these data caps in the current oligopolistic market of broadband internet providers

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**Ticket: # 1221047 - XXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 9/26/2016 10:28:18 PM

**City/State/Zip:** Carlisle, Pennsylvania 17013

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 1244547 - Comcast 1TB Limit**

**Date:** 10/7/2016 6:05:17 PM

**City/State/Zip:** Seattle, Washington 98105

**Company Complaining About:** Comcast

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## **Description**

The 1TB data limit is unreasonable for several reasons. First of all, it assumes that consumer data usage will not increase as time passes, which is highly unlikely, given the propagation of data heavy technologies in the marketplace. Second, it assumes usage by a single person per household. Usage by a four person family can easily exceed 1TB, as each person has multiple devices (phone, computer, smart devices, etc). Finally, it punishes industries that are data heavy, such as academia and computer science. Personally, I run evolutionary simulations on a supercomputing cluster, and download the resulting summary, which can range between 3GB and 10GB a download. In addition to my usual activities, this can push me towards the 1TB edge pretty quickly.

I would also like to point out that Comcast does not abide by its own data cap, allowing their own streaming services to be held outside the limit. Streaming competitors, such as Netflix, would clearly be at a disadvantage, considering the average person consumes ~300GB of streaming video a month.

I consider this an open internet issue. Internet is a utility, necessary for our life. As it is, it is already metered by speed. Placing a cell phone-like cap ignores the reality of the issue. This would not be such an issue if there were other ISPs to compete, but in my region (Seattle) no one else is seemingly allowed to use the cable lines. Please address this issue.

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**Ticket: # 1246648 - Comcast and Data Caps****Date:** 10/7/2016 11:33:55 PM**City/State/Zip:** Albuquerque, New Mexico 87108**Company Complaining About:** Comcast

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**Description**

The cost of internet service through Comcast is already higher than anyone else, and on top of that they are implementing data caps. Previously the internet service I had through Comcast was advertised as unlimited. They have been trying data caps on a trial basis elsewhere, while in a leaked memo, Comcast employees were instructed to state that the policy is for "Fairness and providing a more flexible policy to our customers" and not for controlling network congestion. The FCC has already required Charter Communications must not implement data caps as part of their approval for Charter's purchase of Time Warner Cable. Comcast should not be allowed to have an exemption from this ruling purely because they are no longer attempting to acquire another company, especially because again, costumers pay a high price for Comcast as it is.

Wall Street Journal has said "Cable executives and analysts say that about 90% of the money cable operators charge for broadband goes straight to gross profits, since there are minimal operational costs for providing Internet service."(Wall Street Journal November 13, 2012) It is time that the FCC regulate internet service providers as a utility like telephone companies. Bandwidth is not a tangible item like the stuffing in an Oreo cookie, what is next? Charging more for watching too much T.V.? It is a signal transmitted over the same wire after all. I implore the FCC to please consider blocking these data caps in the interest of fairness to costumers.

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[Ticket: # 1247490 - Comcast data caps](#)

**Date:** 10/8/2016 3:51:31 AM

**City/State/Zip:** Fort Collins, Colorado 80526

**Company Complaining About:** Comcast

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## **Description**

Comcast is using an unconstitutional loophole to establish data caps, which are unprovable. Access to information cannot be abridged.

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**Ticket: # 1240691 - Data Caps**

**Date:** 10/7/2016 9:44:06 AM

**City/State/Zip:** Ann Arbor, Michigan 48109

**Company Complaining About:** Comcast

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## **Description**

Comcast is instituting data caps nationwide, rolling them out to markets like mine in Michigan. Although 1 TB is an insanely large amount of data, if it is allowed now, there is no guarantee that it will always stay so high, and with the rapidly increasing pace of technology, what seems like an enormous amount of data now may seem to be a pittance in the future. Twenty years ago, 16 GB hard drives were considered high technology, more space than anyone would ever need. Today, 16GBs is considered an intolerably small size, you can buy a 16 GB flash drive for about \$4, and it's considered on the small side. Some estimates say that the average American consumes over twice that amount a day in data. When this inevitably happens to 1 TB - which given the increasing pace of technological advancement could be sooner than we think - Comcast will have no incentive to raise the cap because it is a monopoly in most areas. In fact, it has every incentive to lower the cap once it is in place in order to extract more revenue from its mostly-captive customer base. This would restrict, or greatly burden, the internet access of millions of poorer Americans in the process. The UN has declared internet access essential to the protection of many other human rights, and the United States, as the leader of the free world, should never allow a state of affairs to develop on its soil which would so restrict freedoms, especially the freedom of expression.

This move by Comcast shows nothing more than bare, rent-seeking, and base monopoly power; the very thing the Sherman Anti-Trust Act was passed over a century ago to forestall. If Comcast is allowed to do this now, other ISPs with equally-captive customer bases, such as Verizon and Time Warner, may follow suit. If the prevailing paradigm of ISPs as natural monopolies is the only way an internet infrastructure can be constructed, it is long past time that the FCC come out in favor of regulating internet providers like Comcast as full public utilities complete with price control; not only to reign in these egregious abuses, but to promote, and require, innovation in a crucial infrastructure. Although the move by the FCC to start regulating ISPs as common carriers was a good first step, it is worthless if not used. The FCC needs to reign in abuses like these and truly hold Comcast and its ilk accountable for anti-innovation, price-gouging behavior like this.

Sincerely,

A University of Michigan Law Student

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[Ticket: # 1239829 - Data Caps](#)

**Date:** 10/7/2016 1:07:21 AM

**City/State/Zip:** Bellingham, Washington 98226

**Company Complaining About:** Comcast

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## **Description**

Comcast is rolling out 1tb data Caps nationwide.. this is against net neutrality as well as the terms I agreed to. I specifically asked about caps, and was told there weren't any.



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**Ticket: # 1222986 - Cox Communications "High Speed Internet" Data Cap**

**Date:** 9/27/2016 6:43:41 PM

**City/State/Zip:** Midwest City, Oklahoma 73110

**Company Complaining About:** Cox

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## **Description**

I spend a mere two days trying to download public available research data\* at 24Mbps\*\* and I find out Cox now has data caps that I have apparently busted through. Not that the data caps currently effect anything\*\*\* but this raises serious concerns. If I can't get the full 50Mbps I'm paying for, fine, they over subscribed their customers because it's profitable, I get it. But to have both that AND data limits? Isn't that wanting to have their cake and eat it too?

In the military, we have a concept of proportionality. Their proposed solution in Ohio, which may some day come here and effect me, is not the least bit proportional to their costs. The entire concept of data caps are not proportional because the ISP pays the internet exchanges for bandwidth (not data).

\* From 1000 Genome project. Great project by the way, advancing science and enabling American innovation.

\*\* 3MBps -> 24Mbps, when I'm paying for "up to" 50Mbps.

\*\*\* Except in Ohio, may God (or maybe the FCC) help those poor unfortunate souls.

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**Ticket: # 1223141 - Comcast Internet Data Caps**

**Date:** 9/27/2016 8:20:05 PM

**City/State/Zip:** Lisle, Illinois 60532

**Company Complaining About:** Comcast

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## **Description**

Comcast has instituted data caps across chicago land and currently has only one competitor in my area (AT &T) which also has introduced data caps. The internet needs to be treated like a utility as it has began to have price gauging and as it stands, the near monopoly comcast has on internet access is

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[Ticket: # 1224049 - Poor Internet](#)

**Date:** 9/28/2016 12:50:18 PM

**City/State/Zip:** Iselin, New Jersey 08830

**Company Complaining About:** Comcast

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## **Description**

Internet is being throttled during certain afternoon hours and late night. This coupled with the illegal nature of data caps and monopoly in my area prevents me from exploring any other options. I don't care if the FCC has ruled data caps legal, we all know it's because lobbyist are lining their pockets. They're inherently unconstitutional. I have also filed numerous complaints in the past, and despite being legally bound to, have never once received a follow up call from a Comcast Representative.

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[Ticket: # 1242108 - Comcast](#)

**Date:** 10/7/2016 1:12:39 PM

**City/State/Zip:** Independence, Kansas 67301

**Company Complaining About:** Comcast

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**Description**

Data caps are unacceptable and increase chances of a monopoly.

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[Ticket: # 1239802 - Comcast Data Caps](#)

**Date:** 10/7/2016 12:58:39 AM

**City/State/Zip:** New Brighton, Minnesota 55112

**Company Complaining About:** Comcast

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### **Description**

Comcast will be implementing data caps in my state starting November 1st. There is no other internet provider that I can switch to and maintain the speed I have.

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**Ticket: # 1225476 - Internet Data Caps**

**Date:** 9/28/2016 9:24:34 PM

**City/State/Zip:** Canfield, Ohio 44406

**Company Complaining About:** Armstrong Cable Company

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## **Description**

Where I live there is only one options for internet service besides sat. which is unreliable at best. However the company I have has data caps that make it impossible to go a month without going over the plan or upgrading to the 70 plan, this is a blatant money grab towards consumers, and borderline monopoly in area's where there is no other choice.

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**Ticket: # 1239851 - 1 tera daa cap**

**Date:** 10/7/2016 1:13:29 AM

**City/State/Zip:** Oakland, California 94605

**Company Complaining About:** Comcast

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## **Description**

Data caps, especially when put in place by a company which aggressively promotes its legacy "cable" television, is nothing short of a long-term anti-competitive strategy to smother innovation and stifle adoption of 4K streaming content while offsetting revenue from declining cable television subscriptions through overage fees. Contrary to claims of infrastructure reinvestment and "fairness," this move is a blatant cash grab designed to extract more money from people who are already often not getting what they pay for (in terms of speeds). Companies like Youtube, Hulu, and Netflix already pay Comcast for the additional traffic they use, and now Comcast is turning around and abusing its market position to double dip and pinch the consumer on the other end as well.

The current plan is for 1TB, which by today's standards may seem like a significant amount of data. However, with the eventual adoption of 4K streaming and the increasing visual fidelity of other digital forms of entertainment (video games & VR) it will not be long before this "generous" data cap begins to feel like a noose around our neck - and suddenly it conveniently becomes more economically viable to purchase a bundled cable subscription than attempt to stream services from providers like Netflix.

If Comcast wants to operate as a local/regional monopoly it needs to be tightly regulated like the public utility it is."

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[Ticket: # 1245516 - Comcast data cap](#)

**Date:** 10/7/2016 8:14:21 PM

**City/State/Zip:** Westminster, Colorado 80234

**Company Complaining About:** Comcast

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### **Description**

Comcast is implementing a data cap for the Denver CO market (among others). There is no other practical provider of internet available.



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**Ticket: # 1240642 - Comcast Data Limits****Date:** 10/7/2016 9:36:25 AM**City/State/Zip:** Ann Arbor, Michigan 48104**Company Complaining About:** Comcast

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**Description**

Comcast is instituting data caps nationwide, rolling them out to markets like mine in Michigan. Although 1 TB is an insanely large amount of data, if it is allowed now, there is no guarantee that it will always stay so high, and with the rapidly increasing pace of technology, what seems like an enormous amount of data now may seem to be a pittance in the future. Twenty years ago, 16 GB hard drives were considered high technology, more space than anyone would ever need. Today, 16GBs is considered an intolerably small size, you can buy a 16 GB flash drive for about \$4, and it's considered on the small side. Some estimates say that the average American consumes over twice that amount a day in data. When this inevitably happens to 1 TB - which given the increasing pace of technological advancement could be sooner than we think - Comcast will have no incentive to raise the cap because it is a monopoly in most areas. In fact, it has every incentive to lower the cap once it is in place in order to extract more revenue from its mostly-captive customer base. This would restrict, or greatly burden, the internet access of millions of poorer Americans in the process. The UN has declared internet access essential to the protection of many other human rights, and the United States, as the leader of the free world, should never allow a state of affairs to develop on its soil which would so restrict freedoms, especially the freedom of expression.

This move by Comcast shows nothing more than bare, rent-seeking, and base monopoly power; the very thing the Sherman Anti-Trust Act was passed over a century ago to forestall. If Comcast is allowed to do this now, other ISPs with equally-captive customer bases, such as Verizon and Time Warner, may follow suit. If the prevailing paradigm of ISPs as natural monopolies is the only way an internet infrastructure can be constructed, it is long past time that the FCC come out in favor of regulating internet providers like Comcast as full public utilities complete with price control; not only to reign in these egregious abuses, but to promote, and require, innovation in a crucial infrastructure. Although the move by the FCC to start regulating ISPs as common carriers was a good first step, it is worthless if not used. The FCC needs to reign in abuses like these and truly hold Comcast and its ilk accountable for anti-innovation, price-gouging behavior like this.

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[Ticket: # 1245826 - Comcast Data Caps](#)

**Date:** 10/7/2016 9:03:12 PM

**City/State/Zip:** Seattle, Washington 98103

**Company Complaining About:** Comcast

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### **Description**

Yeah, it's bullshit. No logical reason at all for a data cap. Comcast is literally my only choice to high speed data in 98103.

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**Ticket: # 1241829 - Comcast's 1TB internet data cap allowance**

**Date:** 10/7/2016 12:40:46 PM

**City/State/Zip:** Albuquerque, New Mexico 87107

**Company Complaining About:** Comcast

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## **Description**

I am a Comcast Internet customer. I live with one other individual and we do not have cable or satellite TV. We use our cable internet service to stream most of our TV shows, movies and sports. As you might imagine this can use very large amounts of data each month, some months are very close to 1TB of data usage between the two of us.

What Comcast is doing by instituting it's monthly data cap on internet users is unfair and is the direct result of lack of competition and government intervention to protect the consumer. I signed a one-year service agreement with Comcast for my internet service for a better monthly rate. Comcast metering my internet connection or charging me extra if I use more than the data allowance is not part of the one-year service agreement contract I originally signed when I set up service with them.

My main concern is going over my monthly data allowance and being charged extra money that could be better spent elsewhere, i.e. groceries, paying down debt etc. As I am on a strict budget as it is, it simply amazes me that companies are able to get away with changing rate/usage structures of their service with little to no oversight or regulation. If the FCC and Consumer Protection Agency continually allow ISPs to do basically whatever they wish, the consumer ends up losing. I hope the federal government has plans in place to protect people from monopolies such as Comcast. Their corporate greed really has hit an all time high, with their customer satisfaction at an all time low.

If I were able to switch service providers I would, however the only other offering in my neighborhood is a very low speed DSL service which simply will not suffice for the demand of high speed internet I demand.

I know I am one of many many upset and unfairly represented individuals who feels a similar sentiment towards Comcast and their recent actions.

Please direct Comcast to remove entirely or increase their monthly data cap allowance. As we live in a world today where information, media, and digital services are increasingly requiring faster internet connections, while using more data, people cannot afford to be throttled, metered or charged overage fees for the same unrestricted, unmetered services they were being provided just several months before. Comcast's move to instituting their monthly data cap allowance is nothing more than one of sheer greed and one that only a monopoly is able to get away with.

Please help increase competition of Internet Service Providers across the U.S. and prevent Comcast from further aggravating and over charging their customers for services that should be lower in cost and better in quality compared to what is currently provided.

Please do not let this concern fall upon deaf ears. I want to think my voice and opinion has the potential to help change things within our country.

Regards,

(b) (6)

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**Ticket: # 1245871 - Comcast data caps.**

**Date:** 10/7/2016 9:12:59 PM

**City/State/Zip:** Sunnyvale, California 94086

**Company Complaining About:** Comcast

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## **Description**

Comcast is rolling out data caps throughout the United States beginning November 1, 2016.

Comcast enjoys monopoly in my city which means that if I want a broadband network there is no other provider I can switch to.

Having access to unrestricted internet has led America being one of the best countries. Internet has become a necessity in this day and age. Internet has been one of the cornerstone that allowed the banking sector to flourish, Internet helps millions of students and young minds to access information that they need to succeed.

Implementing data caps will hinder innovation in ways we cannot even imagine. Think about all the innovative services that are available today because the consumers did not have to worry about their usage, meaning that upcoming innovators had the opportunity to dream of services that would have been impossible just a few years back.

With data caps, it will become nearly impossible for small companies to reach their targets and become successful. Companies like Netflix, Amazon, Uber, Google, Apple wouldnt exist today if such unfair policies were acted just a mere 10 years ago.

I do not believe even for a single moment that this policy is being implemented to be fair to anybody.

Implementing data caps is a step backwards and a waste, I truly wish Comcast would innovate and upgrade their networks instead of implementing such primitive steps.

I am sure that Comcast will claim that these data caps are more than generous and will not impact everyday users like myself, which is true today. But with 4K videos becoming a norm, 1TB will not be sufficient at all.

Adding these artificial limits will restrict future innovators who want to build Amazon and Netflix of tomorrow.

I urge FCC to look into these practices and take necessary steps to ensure that no service providers implement such backwards policies and let the innovation continue.

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**Ticket: # 1241923 - Comcast's Limitation of Bandwidth (Placing Data Caps)**

**Date:** 10/7/2016 12:53:05 PM

**City/State/Zip:** Spokane Valley, Washington 99216

**Company Complaining About:** Comcast

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**Description**

Good Morning,

Comcast has enjoyed a nationwide monopoly/oligopoly for many years, both in the areas of cable television and cable internet. Now they have decided to exercise their power over our nation's internet with more unfair practices and begin charging customers more for the same service.

Today I learned that Comcast will begin enforcing arbitrary "data caps" in the state of Washington, starting November 1, 2016.

In short, if I wish to receive the exact same service I have received previously, I must begin paying an EXTRA \$50 per month to continue enjoying unlimited data. They claim that they are "increasing" their previous limits, as a courtesy to the customer - limits that were never enforced and never advertised, and therefore never actually existed. They have taken my virtually unlimited access to information, limited it, and put an additional price tag on it.

This is a clear punishment toward the millions of customers who have opted not to purchase television service, and rely mainly on internet usage for streaming shows and entertainment. It is clearly anti-competitive against companies such as Netflix, Hulu and Amazon, some of their largest competitors in the television market.

I respectfully ask the FCC to put a stop to Comcast's unfair practices. There is no technical reason to enforce data caps, there is no additional cost to provide more bits & bytes to the customer.

America is already struggling, with other countries far surpassing us in quality and cost of internet access. We need to take action, to remain competitive in the global marketplace and ensure internet service is as cheap and available as any other utility, such as phone lines or water.

Thank you for your time and consideration.

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**Ticket: # 1243572 - Data plan**

**Date:** 10/7/2016 3:55:27 PM

**City/State/Zip:** Kent, Washington 98042

**Company Complaining About:** Comcast

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## **Description**

Hello there,

For a few months now, I've heard rumors of Internet company giants like Comcast (that's who I am with), imposing data caps or data plans to customers. Basically, now they are not only charging people for the use of their (many times unreliable) Internet connection - with the price dependant on the speed that consumers can get in their areas - but now letting the consumers know that there is a limit to HOW much can be used (or else pay them more). I understand phone companies imposing data caps to use their networks (price dependant of the amount of data you plan on using) , but not for business or home use. So hearing these rumors, it seemed absurd, and potentially illegal. I also heard that the FCC was going stop this, especially when Comcast and Charter had the merger - so I went about my life.

Until today. I just received an email from Comcast about my internet service, and how starting November 1, I will have a data plan imposed. The email went on to explain that I will be getting a generous 1 terabyte amount of data, before additional charges would be imposed, and that I have only averaged 92 GB in the last three months. So 1 terabyte should be plenty, according to them. This makes me furious! First of all, in the area that my husband and I live, we are stuck with choosing Comcast as our Internet provider. It's either them, or the local DSL provider that can only get us speeds up to 6 mbs (I'm sure whomever is reading this is somewhat intelligent and knows those speeds won't even be able to handle streaming Netflix, or music, or pretty much doing anything online besides maybe checking your bank statements). So we are stuck with the ever price increasing monopoly that is Comcast, and they know it. It was demoralizing enough to have to accept this, but now the data cap issue!?! This is too far!

If the FCC doesn't do something about this now, it's going to get worse! I understand that the 1 terabyte they are offering seems very generous, but what is going to stop them from lowering that cap later? Squeezing people into having to not only pay them for the speed at which they can get their Internet (information to the world, mind you), but then making them pay for how much Internet/information they get. Not only this, but every year the sites that are visited and used online take more and more data and speeds to make them function. I remember dial-up and speeds lower than 56k. Those speeds eventually died out due to the need for faster Internet, and the need for more data. This trend will continue. Who knows, maybe 1 terabyte in 2,3,5 years will not be enough, and consumers will be forced into paying more and more and more. Also, everyday that goes by the internet is (unfortunately) becoming more and more of a necessary utility than a discretionary one.

With that being said, this is my official complaint. The FCC needs to stop Comcast, and all Internet providers, from placing any kind of data caps or limits. If you allow them to do this, you are unlocking the door - taking the first step - to handing them control of the world we live in and the information and knowledge humanity can share.

I appreciate your time in reading this, and I sincerely hope that this complaint was not sent in vain.



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**Ticket: # 1243175 - Comcast Data Caps****Date:** 10/7/2016 3:06:57 PM**City/State/Zip:** Vallejo, California 94590**Company Complaining About:** Comcast

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**Description**

Comcast and their attempt to put a strangle hold on the internet are unacceptable. They've strong-armed to get their way in the past before with Netflix, they attempt to control and lockdown the internet with shady practices, and increasing the prices of their service way out of proportion with the amount of content they provide versus the actual cost of inflation in our country (<http://time.com/money/4227133/cable-price-four-times-inflation/>). The internet, at this point in our society should be a service like water, power, and phone, and needs better government oversight in general. Why is it that companies like Comcast can get away with overly inflated prices for lackluster service, and now they want limit how much internet we can use?

I just received an email from Comcast saying they're initiating new plans that we are going to be limited to 1 terabyte of bandwidth per month. I only use on average 206 gigabytes, or to compare to terabytes I only use 0.206 terabytes per month on average. However, this is not the point, the point is that the internet, media, streaming services, games, and all forms of use on the internet is becoming larger and more utilized every day. Who are they to say that we shouldn't be using more? They are a gigantic corporation that has backwards and old technology that they have kept around because they are lazy and greedy, they want to keep cable because it would cut into the profits of the big-wigs of their company to upgrade their service to Fiber internet lines across the country. Fiber internet has been around a long time, the 1970's I believe, and yet Comcast is still using the "horse and carriage" of internet. Why? The technology is available, many European countries have fiber internet, and it costs nowhere NEAR the price that places like Comcast rip us off with, and with no data caps. I could just go with another internet provider, Google, maybe Verizon, however Comcast/NBC/Universal/ABC (and whatever other huge corporations they also are a part of) and their monopoly machine have bought out and/or eliminated all reasonable internet providers in my area. I could go with slow dsl from ATT, but that's a joke with how slow it is.

I think that internet service should be no data caps, ever. Comcast needs to stop being greedy, this is just another way to scare customers into paying more money, and to fill the pockets of the honchos in that company. Not only is it a bad move, but it sets a terrible precedent, since Comcast is such a big deal in this "game" of internet, they really do have too much power. Please look into this, please regulate that a utility like internet service should be unlimited, because that's what internet service is in our world now, a utility, not just a luxury. Thank you.

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**Ticket: # 1249169 - Comcast Data Caps**

**Date:** 10/9/2016 9:06:31 AM

**City/State/Zip:** Ashburn, Virginia 20147

**Company Complaining About:** Comcast

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**Description**

If I'm not a Comcast customer, but hate the precedent they are setting, how can I be helpful?

I'd like to know this as well. I'm on TimeWarner (or I suppose Spectrum now) currently with no caps but know it's only a matter of time, even with the merger stipulation.

EDIT: Filed. I'm not a writer or poet or whatever but this is what I said (I'm sure I did a shitty job):

Hello,

With the recent Comcast rollout of nationwide 1TB data caps I feel it is crucial that I submit my complaint. Data caps are a problem and without swift action will be a much larger issue in the near future limiting not only innovative uses of the Internet but the entire global flow of information.

Data caps are not only an inconvenience to those customers but are simply against net-neutrality at its core. This is nothing more than a money grab and attempt to get people to stick with the dying cable TV model. It even excludes Comcast related data from that cap!!

It unnecessarily impedes emerging video technologies such as 4k streaming while simultaneously punishing those that dare to download large games or files. It's not even rooted in network congestion: <https://www.techdirt.com/articles/20130118/17425221736/cable-industry-finally-admits-that-data-caps-have-nothing-to-do-with-congestion.shtml>

For example: streaming 4k content according to Netflix uses roughly 4.7GB per hour. Doing that math that's ~7 hours PER DAY before hitting said 1TB cap. Multiply that by 2 or 3 other members of a household and you can watch at most a few hours per day. This is assuming you do absolutely NOTHING else with that Internet connection.

The further encroachment of data caps sets a dangerous precedent that unchecked will stifle innovation and let ISPs control the flow of information into households. This is something that needs to be curbed quickly to prevent ISPs restricting the flow of information simply to benefit themselves.

I urge you to please consider restrictions or outright banning of data caps on hardline Internet connections such as cable and DSL

Signed,

(b) (6)

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[Ticket: # 1249349 - Comcast data caps](#)

**Date:** 10/9/2016 12:50:22 PM

**City/State/Zip:** Davis, California 95616

**Company Complaining About:** Comcast

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## **Description**

Comcast data caps being enacted on November 1

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[Ticket: # 1246665 - Comcast data cap](#)

**Date:** 10/7/2016 11:37:49 PM

**City/State/Zip:** Chatsworth, California 91311

**Company Complaining About:** Comcast

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### **Description**

Comcast is implementing a data cap. Internet doesn't run out, so why is there a data cap? I feel like I am being exploited. Please put them back in their place.

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**Ticket: # 1243138 - Comcast Data Caps**

**Date:** 10/7/2016 3:02:38 PM

**City/State/Zip:** Brooklyn Park, Minnesota 55428

**Company Complaining About:** Comcast

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## **Description**

For the cost of broadband from Comcast, having a data cap is outrageous.

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**Ticket: # 1238189 - Net Neutrality**

**Date:** 10/6/2016 4:23:49 PM

**City/State/Zip:** Royal Oak, Michigan 48073

**Company Complaining About:** Comcast

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### **Description**

Comcast is trying to put a data cap on my internet usage and I would like to file a complaint against them.

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[Ticket: # 1247828 - comcast is addint a data cap to my location](#)

**Date:** 10/8/2016 10:40:26 AM

**City/State/Zip:** West Palm Beach, Florida 33412

**Company Complaining About:** Comcast

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## **Description**

Hello,

Comcast is adding a data cap to my locatino of West Palm Beach Nov 1st and I thought the net neutrality made this illegal?

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[Ticket: # 1239106 - Comcast Data Caps in Houston](#)

**Date:** 10/6/2016 9:20:33 PM

**City/State/Zip:** Pasadena, Texas 77505

**Company Complaining About:** Comcast

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### **Description**

Comcast is violating net neutrality laws by using data caps to prevent competition with their media services. Their TV does not count against any cap and is prioritized.



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**Ticket: # 1247848 - Comcast Data Caps**

**Date:** 10/8/2016 10:52:27 AM

**City/State/Zip:** Lake Stevens, Washington 98258

**Company Complaining About:** Comcast

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**Description**

Hello,

With the recent Comcast rollout of nationwide 1TB data caps I feel it is crucial that I submit my complaint. Data caps are a problem and without swift action will be a much larger issue in the near future limiting not only innovative uses of the Internet but the entire global flow of information.

Data caps are not only an inconvenience to those customers but are simply against net-neutrality at its core. This is nothing more than a money grab and attempt to get people to stick with the dying cable TV model. It even excludes Comcast related data from that cap!!

It unnecessarily impedes emerging video technologies such as 4k streaming while simultaneously punishing those that dare to download large games or files. It's not even rooted in network congestion: <https://www.techdirt.com/articles/20130118/17425221736/cable-industry-finally-admits-that-data-caps-have-nothing-to-do-with-congestion.shtml>

For example: streaming 4k content according to Netflix uses roughly 4.7GB per hour. Doing that math that's ~7 hours PER DAY before hitting said 1TB cap. Multiply that by 2 or 3 other members of a household and you can watch at most a few hours per day. This is assuming you do absolutely NOTHING else with that Internet connection.

Comcast will say that the internet should be metered, and have gone as far as using a cookie analogy. This is patently false, as data is not a commodity or finite resource such as water, oil, or cookies. The mental gymnastics Comcast uses to fleece consumers in a legally-sanctioned non-competitive market is staggering. And it should come as no surprise that Comcast remains among the most hated companies in the United States.

It is time for Federal intervention. It is time for a ban on data caps. This is nothing but the stifling of innovation, holding onto an archaic business model, and lining of pockets of executives. What we ACTUALLY need is more innovation, more competition, and a stronger Internet presence as a country.

Signed,

(b) (6)

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[Ticket: # 1245934 - Data Caps](#)

**Date:** 10/7/2016 9:25:42 PM

**City/State/Zip:** Indianapolis, Indiana 46250

**Company Complaining About:** Comcast

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## **Description**

Comcast is issuing data caps in my area.

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[Ticket: # 1240774 - Comcast is forcing data caps](#)

**Date:** 10/7/2016 10:00:48 AM

**City/State/Zip:** Boulder, Colorado 80021

**Company Complaining About:** Comcast

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## **Description**

Comcast is breaking net neutrality by implementing data caps in my area.

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[Ticket: # 1248533 - Comcast data caps.](#)

**Date:** 10/8/2016 4:46:09 PM

**City/State/Zip:** Spokane, Washington 99204

**Company Complaining About:** Comcast

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## **Description**

Comcast is now implementing a data cap in the Washington area of 1 terabyte a month, along with massive overage fines, and this is completely unfair.

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**Ticket: # 1240827 - Comcast 1TB Data Limit**

**Date:** 10/7/2016 10:09:47 AM

**City/State/Zip:** Broomfield, Colorado 80020

**Company Complaining About:** Comcast

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## **Description**

I personally believe that the arbitrary data cap of 1TB a month is unethical, illogical, unreasonable and mostly downright greedy. In my area we have virtually no other options for internet at nearly the same speed. Let alone the customers that really don't have other options, how is this even legal?

If practices like this can be implemented, what other options can customers like myself obtain? Municipal ethernet, Google Fiber, Another ISP option? What prevents Comcast from arbitrarily changing all the data cap values and pricing now? What ever happen to the idea of an open free internet?

I'm also now being told that if I reach over my data cap limit and I am subject to a \$50 charge. How am I to ever be sure the data usage is even accurate, without logging all my own traffic? I've read countless stories of users who's bandwidth usage reports don't reflect real usage.

As an engineer and techie who works from home, this business practice is disheartening, as I personally enjoy streaming movies, playing games and working on personal programming projects at home. This includes downloading large ISO files sometimes or a new game requiring more online bandwidth to support, something many people do.

My options now are to either suck up the extra payments when I and everyone in the nation knows Comcast will drop there data cap rates or find a terrible ISP and suffer the consequences of slower bandwidth. Either way, I am writing this email to express my frustration along with many other americans who feel the same.

(b) (6)

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[Ticket: # 1245950 - Internet data caps](#)

**Date:** 10/7/2016 9:29:56 PM

**City/State/Zip:** Richmond, Virginia 23221

**Company Complaining About:** Comcast

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### **Description**

Comcast beginning Internet data caps on home accounts in November.

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[Ticket: # 1239341 - Comcast and data caps](#)

**Date:** 10/6/2016 10:23:18 PM

**City/State/Zip:** Houston, Texas 77073

**Company Complaining About:** Comcast

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## **Description**

I am writing regarding data caps by Comcast. I believe it is wrong and should not be allowed.

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[Ticket: # 1247952 - Comcast Data Caps](#)

**Date:** 10/8/2016 11:34:31 AM

**City/State/Zip:** Houston, Texas 77288

**Company Complaining About:** Comcast

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## **Description**

Comcast is trying to implement data caps in Houston



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[Ticket: # 1246745 - Comcast data caps](#)

**Date:** 10/7/2016 11:50:20 PM

**City/State/Zip:** Fresno, California 93711

**Company Complaining About:** Comcast

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## **Description**

Comcast is implementing data caps which serve no purpose other than their own motive.

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[Ticket: # 1244023 - Data caps](#)

**Date:** 10/7/2016 4:52:28 PM

**City/State/Zip:** Diberville, Mississippi 39540

**Company Complaining About:** Cable One

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### **Description**

300 GB data cap is ridiculous for home internet. It is a non-competitive business model that forces subscribers to look to cable providers for TV instead of Netflix, Hulu, etc.

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[Ticket: # 1239923 - Data caps](#)

**Date:** 10/7/2016 1:50:51 AM

**City/State/Zip:** Lake In The Hills, Illinois 60156

**Company Complaining About:** Comcast

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## **Description**

Comcast rolling out data caps is ridiculous, internet is part of a modern commodity. And you can never use too much, it's a ploy to fuel their monopoly.

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[Ticket: # 1240859 - open Internet /net neutrality](#)

**Date:** 10/7/2016 10:14:03 AM

**City/State/Zip:** Richmond, Texas 77407

**Company Complaining About:** Comcast

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## **Description**

Data caps are a violation of open net and very neutrality. Comcast has started putting data caps on Internet.

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**Ticket: # 1240892 - Comcast Instituting Data Caps in Indianapolis, IN Area**

**Date:** 10/7/2016 10:19:16 AM

**City/State/Zip:** Indianapolis, Indiana 46228

**Company Complaining About:** Comcast

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## **Description**

I received an email last night detailing Comcast's plan to start charging "overage fees" for using too much data.

According to the email, Comcast infers that data is of limited supply. This is blatantly untrue. Data is free. Once your infrastructure is in place, all traffic flowing through that network costs nothing. This is a blatant money grab. If your network becomes congested, the installation of load balancers solves the problem. Comcast makes record profits each year. If there were a hardship in having no Data Caps, Comcast would not have earned 52.93 BILLION dollars in gross profit in 2015.

This policy by Comcast will punish those who choose to use Netflix, Hulu, Amazon Prime, or YouTube over their own television services. With multiple people in one house, using multiple devices, it is easy to exceed the data cap and be subject to extra charges.

This policy is akin to charging more to visit certain sites, or offer faster service for a "fast lane" style network. Except in this case, it's all sites that can cause punishment, and targets streaming services directly. Comcast does not count its own streaming service as part of the data usage model.

I have called Comcast to complain and inform them that I have no plans to pay for "overages" and was told that I could have unlimited data for an extra \$50/month. I currently pay \$106/month for extremely fast internet speeds and VERY limited basic cable (I only receive the cable services to save money on my bill). This would cost me \$156+ per month for the EXACT SAME service I received last month.

I urge the FCC and Chairman Wheeler to IMMEDIATELY step in and prevent Comcast from going forward with its attack on other streaming services.

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[Ticket: # 1240554 - Comcast data caps](#)

**Date:** 10/7/2016 9:20:11 AM

**City/State/Zip:** Brooklyn Center, Minnesota 55429

**Company Complaining About:** Comcast

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### **Description**

Comcast is planning on, or has already implemented, a data cap in my area. I feel that this should not be permitted in order to preserve net neutrality.

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**Ticket: # 1247907 - Comcast Data Caps on broadband Internet****Date:** 10/8/2016 11:13:30 AM**City/State/Zip:** Stow, Ohio 44224**Company Complaining About:** Comcast

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**Description**

Implementation of Data Caps on broadband Internet is unnecessary. There are no legitimate reasons to do this, and Comcast is one of several cable provider/ISPs making this change and claiming that it will spur innovation and customer choice despite the reality of monopolistic scenarios all across the U.S. for said services.

Adding data caps without addressing wifi security abuses, certified monitoring hardware and software, unfair "bundling" practices (i.e. TV subscribers have no Internet data cap somehow), etc. is putting the cart before the horse. It makes no sense to have the limitations of the caps without having ways to monitor and control the usage at the customer level properly. In addition, transparency regarding the actual use and the data that the Comcast has collected that has (internally) justified their decision to implement the cap has zero peer review. At this point, they can make up any justification they want, repeat it often, train their reps to parrot it, and no one can verify their claims as to total throughput, trends of normal use, price points and increases, etc. The common U.S. customer can only live with whatever they allow us to have, with little information and rights to even have a conversation back with them, let alone hope to argue or fight their decision.

FCC: Please strongly consider fighting back at the root cause and representing the common citizens of the U.S. by regulating/legislating that data caps for broadband Internet become illegal as soon as possible. Just as with the fight over Net Neutrality, this threatens the present and the future of an open Internet. Thank you for your hand work on our behalf, and your attention on this matter.

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**Ticket: # 1237016 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 10/5/2016 11:32:19 PM

**City/State/Zip:** Fort Worth, Texas 76244

**Company Complaining About:** AT&T

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## **Description**

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps.

Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

(b) (6)



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[Ticket: # 1239714 - Data Cap](#)

**Date:** 10/7/2016 12:22:09 AM

**City/State/Zip:** Renton, Washington 98058

**Company Complaining About:** Comcast

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## **Description**

Comcast will be giving me a data cap of 1 TB effective 11/1/16. This violates net neutrality, and I have 4 people in my house who constantly watch Netflix and hulu so I will be going over my cap regularly.

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**Ticket: # 1247651 - Comcast Data Cap****Date:** 10/8/2016 8:52:39 AM**City/State/Zip:** Jupiter, Florida 33458**Company Complaining About:** Comcast

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**Description**

I am a Comcast customer and while I'm not yet affected by the data cap, yet, I feel I must voice my concerns on how caps are not good for the customer nor innovation as a whole.

My household consists of only two users who use the internet for all media consumption through Netflix, Hulu and youtube. With only two people we approach the planned 1 TB cap almost monthly. This is with just HD content. In the coming years 4K will be the norm allowing only tens of hours of viewing per month. This is the stifling of innovation. People will be less likely to adopt moving to 4K because they will always go over their cap. And 8K is only a few more years out as well. We don't really know what the next big game changing thing that will need bandwidth. These caps wouldn't only affect use on comcast's network but also in other areas of content consumption. Imagine if these types of caps had been in place 5 or 10 years ago. We probably wouldn't have netflix or youtube as it is today. With less users, there wouldn't have been a need push faster wireless connection speeds such a 4G LTE. If less people adopt 4K there wont be much need for the planned '5G' roll-out. Nor would there be a need to have better mobile devices.

Comcast's true reasoning for this is simply a cash grab to force people to upgrade to an unlimited plan for \$50 more or switch back to the archaic bundled cable model.

The FCC must put a stop to this. The FCC exists to protect the citizens of the country. The internet is a necessity today. A Utility. If a power company tried to imposed usage caps the government would step in immediately and put a stop to it. Data caps are no different.

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[Ticket: # 1249112 - Comcast data limit](#)

**Date:** 10/9/2016 4:11:35 AM

**City/State/Zip:** Edgewood, Washington 98372

**Company Complaining About:** Comcast

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## **Description**

Comcast is implementing a data cap in my area.

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[Ticket: # 1241405 - Data Caps](#)

**Date:** 10/7/2016 11:42:40 AM

**City/State/Zip:** Portland, Oregon 97233

**Company Complaining About:** Comcast

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### **Description**

Don't allow Comcast to rollout data caps for in home internet plans!

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**Ticket: # 1237809 - Buckeye Raised internet speeds while lowering data caps.**

**Date:** 10/6/2016 2:03:16 PM

**City/State/Zip:** Oregon, Ohio 43616

**Company Complaining About:** Buckeye Broadband

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## **Description**

Buckeye Cable recently changed all their plans when they became Buckeye Broadband. They raised, generally all internet packages speed, while lowering data caps for the most commonly purchased packages. To get the previous data caps, a potential customer has to pay for a tier they previously didn't have to get. Buckeye cable, has been lowering data caps while increasing data speeds, furthering the likelihood of approaching the said data caps. While this does not effect my directly, they offered me a one time deal to get unlimited data because I complained about their service. Along with the data caps, Buckeye Broadband is also in the practice of gouging its customers when they purchase additional data. If I purchase a extra data on say the 1st of the month, and then cancel the 4th of the same month, Buckeye will remove the data and still charge the entire price of the data as if I still have access to it. However, seeing as this business practice is shady, and considering the general lack of broadband providers in my area, I felt the need to bring it to the FCC's attention.

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[Ticket: # 1246967 - Comcast Data Cap](#)

**Date:** 10/8/2016 12:40:07 AM

**City/State/Zip:** Mountain View, California 94040

**Company Complaining About:** Comcast

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## **Description**

Comcast is implementing a data cap on my Internet service here in California.

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**Ticket: # 1238712 - Comcast Data Cap**

**Date:** 10/6/2016 7:42:32 PM

**City/State/Zip:** Vadnais Heights, Minnesota 55127

**Company Complaining About:** Comcast

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## **Description**

Today I received a notice that Comcast is going to roll out data limits to customers in my area starting next month. A data limit of 1 terabyte per month will be applied to my account and I will be responsible for paying any overages, automatically, up to \$200 per month, or agree to an additional \$50 a month charge for "unlimited" data. So, that means that next month, I will need to pay an additional \$50 to \$200 per month to get the same level of service that I have right now. Mind you, this is already on top of the \$150 per month I already pay for my service.

I am absolutely livid that Comcast is allowed to get away with something like this.

First off, I have literally zero options, since Comcast has no competition in our area. My only wired alternative is 10 Mbps DSL from CenturyLink, which doesn't even qualify as broadband Internet under FCC standards.

Second, I severely question the reliability of their "data meter". I operate a sophisticated home network and monitor all incoming and outgoing traffic at my router WAN port, which provides me with a sum of traffic per month. There are huge discrepancies between my calculations and what Comcast reports. Needless to say, I trust my own setup more than what Comcast has in place. I am not the only one seeing these discrepancies.

Third, it is absolutely proven (by Comcast techs themselves) that data caps do not curb "network congestion". Their letter notifying customers about the new caps state that "less than 1 % of their customers use over 1 TB of data a month". ISP's do NOT incur significantly higher costs (especially \$50 per user, per month) due to more data use and caps do NOT lower congestion, especially when such a small percentage of their users are consuming over 1 TB of data. The only legitimate purpose of the data cap is to increase revenues to offset the lower demand in their cable TV services.

Fourth, the bandwidth is not finite. It isn't a natural resource like water. It isn't something that has to be produced like electricity. Bandwidth is either used, or it isn't, so it should be billed as such. It is ridiculous to have both monthly AND usage based pricing rolled into one model.

Finally, the Internet needs to be treated as a utility that people need to have. This will just go on to prove a point to further limit who can get what speeds and how much they can use. Lots of people depend on a good connection to actually perform work, and these limits are just going to keep adding up year in and out until it is regulated.

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**Ticket: # 1259614 - Comcast Data Caps**

**Date:** 10/12/2016 5:00:27 PM

**City/State/Zip:** San Jose, California 95148

**Company Complaining About:** Comcast

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## **Description**

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

Why this is flawed:

There is no guarantee of accuracy or transparency:

Regardless of your stance on the matter there should be no argument that internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

Discourages cord cutting and stifles competition:

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

Users have little choice in what ISP they must subscribe to:

The Internet is no longer a luxury that most can live without. For many it has become an essential utility much like electricity.

In any thread regarding complaints against Comcast or any ISP for that matter the main complaint of users is that they have no choice in their ISP ("Save us Google Fiber!"). Those lucky enough to live in major metropolitan areas may be fortunate enough to have the choice of maybe two or more ISPs but



for many users the local ISP is the only choice they have which grants that business a monopoly in their area. In a happier world there would be dozens of ISPs each competing with each other and vying for market share so the poor behavior of one company only provides an opportunity for another to gain more customers. Sadly most Americans don't live in that kind of free economic environment.

Please force Comcast and other companies from having data caps. This is so, so important.

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**Ticket: # 1238132 - Cable One Data Cap**

**Date:** 10/6/2016 3:58:01 PM

**City/State/Zip:** Boise, Idaho 83704

**Company Complaining About:** Cable One

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## **Description**

This company has a small data cap on what they say is fair. In this day and age 300gb for a data cap for a whole month is not reasonable. If you LEGALLY watch a subscription for a couple hours a day with this data cap you will max it out. They recommend that you watch in a lower quality to not hit the cap where some services you cannot change that and it is automatically set to get the best quality. I believe that there should be a higher cap on a 100mbps internet that would satisfy the speed for the cap. They don't allow you to just increase your data cap you have to increase your speed as well and if you violate their cap 3 times they force you to change to a higher plan to continue their service.

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[Ticket: # 1238286 - Comcast](#)

**Date:** 10/6/2016 5:10:09 PM

**City/State/Zip:** Grand Rapids, Michigan 49508

**Company Complaining About:** Comcast

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## **Description**

Comcast is introducing monthly data caps in my state (MI) as of November 1, 2016. I believe this is counter to the concept of Net Neutrality, as they charge their customers on provided speed already.

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[Ticket: # 1238279 - Comcast data caps](#)

**Date:** 10/6/2016 5:08:47 PM

**City/State/Zip:** Grand Rapids, Michigan 49506

**Company Complaining About:** Comcast

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## **Description**

Comcast is implementing data caps in my area. There is no reason but greed and a government granted monopoly to implement such restrictive caps. Comcast should not be allowed to do things that actively hurt the internet for no reason other than greed.

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**Ticket: # 1238313 - Comcast has brought Data Caps to my area**

**Date:** 10/6/2016 5:15:50 PM

**City/State/Zip:** Grandville, Michigan 49418

**Company Complaining About:** Comcast

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## **Description**

It is against Net Neutrality. There is no reason for this. It isn't in the interest of "fairness". It is to increase their profit margins at the expense of their customers. The very customers that are using their service as they have no other viable options. The very same customers that only see increases in speed and lower prices once a viable competitor, like Google Fiber, draws near.

And most importantly, this is being done to drive sales of Television Subscriptions. Comcast is afraid of "cord cutters" and as the older generations die out, they only grow in number. Once you've hit your Data Cap for the month, you can continue to watch television without incurring any fees which only means more money for Comcast whether you decide to pay overages, pay for an "unlimited data plan", or buy a television package. They are afraid that less people will pay for their television packages in favor of a more reasonable Internet plan, so they are placing a cap upon it to deter "overuse" out of "fairness".

They also plan to inject popups/overlays into our sessions as we approach this cap. That's not something an ISP should be able to do without utilizing methods such as Deep Packet Inspection. The ISP should only be providing me Internet Access, similar to the the Electrical companies providing me electricity and the Water company providing me water. If the Water company turned my water green as a warning that I've been using too much water it would be a serious concern. Internet access is effectively a Utility and should be treated no differently.

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**Ticket: # 1238343 - Comcast Data Caps****Date:** 10/6/2016 5:27:42 PM**City/State/Zip:** Ann Arbor, Michigan 48103**Company Complaining About:** Comcast

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**Description**

It is against Net Neutrality. There is no reason for this. It isn't in the interest of "fairness". It is to increase their profit margins at the expense of their customers. The very customers that are using their service as they have no other viable options. The very same customers that only see increases in speed and lower prices once a viable competitor, like Google Fiber, draws near.

And most importantly, this is being done to drive sales of Television Subscriptions. Comcast is afraid of "cord cutters" and as the older generations die out, they only grow in number. Once you've hit your Data Cap for the month, you can continue to watch television without incurring any fees which only means more money for Comcast whether you decide to pay overages, pay for an "unlimited data plan", or buy a television package. They are afraid that less people will pay for their television packages in favor of a more reasonable Internet plan, so they are placing a cap upon it to deter "overuse" out of "fairness".

They also plan to inject popups/overlays into our sessions as we approach this cap. That's not something an ISP should be able to do without utilizing methods such as Deep Packet Inspection. The ISP should only be providing me Internet Access, similar to the the Electrical companies providing me electricity and the Water company providing me water. If the Water company turned my water green as a warning that I've been using too much water it would be a serious concern. Internet access is effectively a Utility and should be treated no differently.

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**Ticket: # 1238362 - Comcast Data Cap**

**Date:** 10/6/2016 5:33:32 PM

**City/State/Zip:** Grand Rapids, Michigan 49503

**Company Complaining About:** Comcast

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## **Description**

Have recently gotten a notification of an impending 1tb data cap on previously uncapped connection with additional surcharges based on usage beyond. The cap amount or even idea wasn't disclosed until less than a month before it's supposed to take effect and serves only to try to triple dip by billing someone like netflix as a peer, consumer for access, and consumer again for additional access.

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**Ticket: # 1238376 - Comcast data caps**

**Date:** 10/6/2016 5:37:28 PM

**City/State/Zip:** Fishers, Indiana 46038

**Company Complaining About:** Comcast

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## **Description**

Comcast is changing the terms of services promised and contracted without opportunity for either negotiation or arbitration. Their claim that the revised caps do not inhibit the most common internet usage patterns viz a viz video streaming are ignorant of already-existing trends toward higher quality video including 4k.

Under the new cap, users with existing 4K televisions who wish to watch 4k content at the same rate as they do current HD content would very easily hit and exceed the cap.

The additional complication of Comcast's de facto monopoly makes this unilateral change to the terms of service an unreasonably burdensome one on consumers, and should be strenuously opposed in favor of maintaining an open internet that encourages innovation. Personally, I have only one option that provides services capable of maintaining internet to a house-hold that includes parents and children without needing to resort to single-device usage at a time.

As the FCC has already ruled these businesses as common carriers due to their previous actions. These data caps are designed solely to extract more money for the same services now that other revenue streams are forbidden. They have been given billions of dollars to build out infrastructure, but have simply taken the money and separated themselves into local monopolies, killing any semblance of competition. Consumers have literally no choice in the matter and must pay what these companies decide to charge them, with Comcast being the most notorious of the group when dealing with consumers.



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**Ticket: # 1238406 - Comcast Data Cap**

**Date:** 10/6/2016 5:50:28 PM

**City/State/Zip:** Canton, Michigan 48187

**Company Complaining About:** Comcast

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## **Description**

I am a Comcast Internet subscriber they have recently notified me stating they are implementing data caps in my area. When I signed up for my Comcast subscription I was offered a "promotional" rate that locked me into a contract for 2 years with harsh cancellation fees for early termination. I am only a few months into this contract and now they are suddenly implementing data caps. I did not agree to a data cap when I signed up. This is an unfair practice.

They offer an "unlimited" service but for an additional \$50 dollars per month. It is not right that I have to pay an additional \$50 dollars to receive the service that I signed up for.

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**Ticket: # 1238411 - Comcast Data Caps Discriminate against Alternate Providers of UHD Video Services**

**Date:** 10/6/2016 5:51:36 PM

**City/State/Zip:** Aurora, Indiana 47001

**Company Complaining About:** Comcast

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**Description**

Comcast has notified me today of a monthly data cap of 1 TB of data on my service. With this new data cap, I am unable to choose any provider for UHD video services except comcast's cables services without incurring excessive data charges (\$10 per 50 GB) or choosing an overpriced Unlimited Data Plan (\$50 additional per month). I have no other choices in my location for high-speed low-latency broadband service. This new policy discriminates against using their internet services for UHD streaming from other TV providers. I currently use HD streaming services from a non-Comcast provider.

In addition, Comcast charges more for internet-only services than for cable TV - internet bundled services in my location. They also force me to keep equipment for the cable TV services even though I do not use it. When I attempted to return them, they switched my data plan without notifying me or asking my permission.

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[Ticket: # 1238443 - Comcast Data Cap](#)

**Date:** 10/6/2016 6:02:10 PM

**City/State/Zip:** Grand Rapids, Michigan 49504

**Company Complaining About:** Comcast

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## **Description**

I just received an email from Comcast stating that my internet would now have a data cap on it. It's absolutely ridiculous that they can justify this as anything but a cash grab. It costs them virtually no more if I use 100 GB or if I exceed their new cap of 1TB. There is zero reason for this other than greed.

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[Ticket: # 1238454 - Comcast data caps](#)

**Date:** 10/6/2016 6:08:10 PM

**City/State/Zip:** Kalamazoo, Michigan 49009

**Company Complaining About:** Comcast

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## **Description**

Comcast has just started to impose data caps on my internet. I work from home and watch a lot of Netflix. This charge is nothing more than a tax on Netflix subscribers. I will regularly go over their arbitrary limit with normal internet and netflix use.

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**Ticket: # 1238474 - Comcast Internet Data Cap**

**Date:** 10/6/2016 6:19:38 PM

**City/State/Zip:** Shoreview, Minnesota 55126

**Company Complaining About:** Comcast

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**Description**

Comcast, a virtual monopoly in my area, has announced that it will be instituting a data cap in my region. This is complete and utter bullshit and a breach of their contract with me when I established service with them. This also breaches Net Neutrality rules related to what counts towards their data cap.

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[Ticket: # 1238482 - Comcast Data Caps in Minnesota](#)

**Date:** 10/6/2016 6:23:26 PM

**City/State/Zip:** Woodbury, Minnesota 55129

**Company Complaining About:** Comcast

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### **Description**

Effective November 1, 2016, Comcast will be enacting useless Data Caps in the Minneapolis/St. Paul area. They sent out emails about this today. As our only other option is a less than tolerable Century Link with slow internet speeds, our internet access will be limited effective November 1. Please help stop this.

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[Ticket: # 1238503 - Data Cap](#)

**Date:** 10/6/2016 6:28:08 PM

**City/State/Zip:** Spokane, Washington 99205

**Company Complaining About:** Comcast

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## **Description**

Comcast has rolled out data caps in Washington state. Data caps are inherently against an open internet and should be made illegal. If data caps are to be implemented then internet services should be reclassified as a utility and speed restrictions should be lifted.

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**Ticket: # 1238605 - Comcast Data Cap**

**Date:** 10/6/2016 7:13:14 PM

**City/State/Zip:** Grand Blanc, Michigan 48439

**Company Complaining About:** Comcast

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## **Description**

Comcast has recently expanded the data caps to include our service, limiting us to 1TB per month. We regularly use more than this each month due to streaming and frequent downloading and uploading of files. There is no reason to limit data other than to restrict companies like Netflix and Hulu from expanding.



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**Ticket: # 1238517 - Data Caps - They Are Not "Fair"**

**Date:** 10/6/2016 6:31:00 PM

**City/State/Zip:** Grand Rapids, Michigan 49505

**Company Complaining About:** Comcast

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## **Description**

Comcast is about to roll out a 1 TB data cap to my service region. Comcast would have you believe that a) Due to a Terabyte being a large amount of data that the height of this limit and the amount of customers that it suits is relevant at all and b) that data caps are an issue of "fairness" because some people use more data than others. The problem is that both of those arguments are absurd, because Comcast does not generate content, and it does not cost them more when you use more content. Bandwidth is not a resource whose cost relates to the laws of supply and demand, therefore arguments of fairness are simply lies told so that they can find a new way to charge people for services and resources that the government subsidized so that Comcast could provide them. Data caps are an unfair consumer practice.

In a world where the amount of data consumed by vital content due to quality is constantly increasing, and being a person who works from home and literally NEEDS the internet to support my livelihood, data caps for myself, or anybody else, are simply not fair, and need to be stopped. I don't care if Comcast thinks a certain number is or is not reasonable. Any data cap of any type is not one that they have the right to enforce. The FCC needs to stop data caps immediately.

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[Ticket: # 1238522 - Comcast implementing a data cap](#)

**Date:** 10/6/2016 6:32:07 PM

**City/State/Zip:** Burnsville, Minnesota 55306

**Company Complaining About:** Comcast

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## **Description**

Comcast is now introducing a data cap for Internet services which I believe is a punishment for customers who solely choose Comcast as an Internet service provider and not as a cable TV or telephone service provider. They are trying to discourage users who prefer streaming their television shows through services like Netflix, Hulu, Amazon, etc.... Comcast already has an awful reputation with providing inconsistent service at questionable rates, and for most people (myself included), we are limited in our choices for internet service providers.

Especially with TV content going to 4k, data will be used even more.

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**Ticket: # 1238543 - Data Cap**

**Date:** 10/6/2016 6:42:36 PM

**City/State/Zip:** Minneapolis, Minnesota 55414

**Company Complaining About:** Comcast

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## **Description**

Comcast is introducing a data cap to my neighborhood, and this was not included in my initial contact for service. In addition, I believe this goes against my rights to a free and open internet, as I believe this is limiting my ability to utilize my internet connection to the extend that I would like to.

My wife and I are trying to keep our family's internet affordable and thus stream all of our content instead of paying for an expensive cable plan. This is difficult, because we both work from home and most of our data is FTP from our work servers to home. I'm also a student and required to complete my classwork online. By forcing us to have to keep an eye on our data usage, it feels as if we are being forced to pick a cable option in order to keep up with their demands, alongside having to worry about losing access to our means of employment (or being forced to pay at least \$50 extra to do so).

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[Ticket: # 1238552 - Comcast Data Capping](#)

**Date:** 10/6/2016 6:45:14 PM

**City/State/Zip:** Portland, Oregon 97217

**Company Complaining About:** Comcast

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### **Description**

Comcast has recent informed me that they are continuing to expand their data capping program, and it now includes my state.

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**Ticket: # 1238562 - Comcast data caps**

**Date:** 10/6/2016 6:48:44 PM

**City/State/Zip:** Houston, Texas 77057

**Company Complaining About:** Comcast

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## **Description**

I have just received notice from Comcast of a new plan to implement data caps of 1TB to my plan beginning November 1, 2016. There is no basis for adding a data cap particularly with the outrageous fees they charge to non-new members (approximately \$40/month for new members for 1 years, \$70 for the rest).

This is clearly to offset some streaming services that people are beginning to use as more and more people are cutting the cord. While I'm currently not anywhere close to 1TB per month, it will get there eventually as more streaming services become available, for example the CW now allowing people to stream shows directly from their website. And the quality of video and digital photos will continue to get better, but also take up more space as well.

I think it's outrageous. There's only one other real option for internet in Houston - ATT Uverse, but Comcast is the only option for me at my apartment as they are locked into a contract. Things are going to continue to be worse and worse for the consumers as long as internet providers are allowed to run as monopolies or oligarchs and it's long overdue that something is done about it.

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**Ticket: # 1238567 - New Terabyte Data Cap****Date:** 10/6/2016 6:50:07 PM**City/State/Zip:** Richfield, Minnesota 55423**Company Complaining About:** Comcast

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**Description**

My complaint is about Comcast pushing their new plan to rake in more money, an extra \$50 a month for a service they are already providing and is already profitable for them. An extra \$50 a month so Comcast subscribers can use their Internet service without worrying about running out of an unlimited resource. I am talking about Comcast's decision to add a data cap (what Comcast is calling a data plan, which it is not, it is simply a cap) to their cable Internet service. Comcast is purposefully crippling their own Internet service in the name of money and greed.

This goes against an Open Internet, a data cap limits access to the Internet by limiting the amount of data I can access. If Internet was like oil or gasoline where it is permanently consumed, I could understand charging for a finite amount of data. But data does not get permanently consumed, it can be created infinitely. It costs money to create the infrastructure which data travels on, but after that point it is quite cheap to keep going. But Comcast is solely creating this new data cap to milk customers of an extra \$50 a month (or more for those who don't monitor their data usage and get hit with overages). Comcast also doesn't have limited infrastructure like a wireless carrier where they are dependent on the amount of wireless signal they can broadcast on. They have dedicated copper and fiber in the ground and on utility poles. There is no reason for a home Internet company to legally or ethically add a cap to the amount of service they provide.

Proving this is the fact that Comcast offers a 1 TB cap, or an unlimited plan for an extra \$50 a month. There are no other options for amounts of data, and Comcast is still charging for access to higher speeds. It is double dipping in the wallets of consumers to charge more money for higher speed packages, while also charging more for the ability to use that high speed package. I am currently paying for 150 Mbps download speeds. If I were to download video games, music, movies, whatever other online content using my download speed for a total of ONLY 15 hours (!), I would consume data up to Comcast's new cap for the month. For comparison, that's 15 hours using my Internet out of an average of 730 hours in a month which I can do now. I can use my full Internet service 2% of the time, the other 98% I would have to either pay \$50 for (which is currently free because there is no data cap, as it should be always and forever), pay the overage fees, or go without Internet.

Comcast's new data cap will also create a ripple effect on online businesses, especially video and music streaming services. This unfairly disadvantages those services because they consume a lot of data in comparison to reading the news or checking the weather. So in addition to paying the subscriber fee to Comcast for Internet and a subscriber fee to the online streaming service, consumers will be subject to overage fees for using their online streaming service. Which is exactly what Comcast wants because they also sell cable television service which is suffering now that online streaming is taking over. Plus I don't even have a choice of Internet providers, Comcast is the only one that serves the apartment complex I live in! Even though I don't generally consume more than 1TB a month, I still prefer the option to be able to if I happen to buy a bunch of movies/TV shows one month, or PC video games come out on Steam that I want to download, or if my hard drive happens

to fail and I have to download everything again. I should not have to think about the amount of data I have left on my home Internet service.

Internet is already a legal right in Finland. The US does not need to be the last of the first world countries to make Internet a legal right as well. Make Internet a regulated utility, with regulated affordable pricing for those who can afford to pay, no data caps, don't interfere in other businesses profitability, and don't limit access to the Internet which is becoming the single most important tool of everyone's lives today.

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**Ticket: # 1238630 - Comcast Data Caps****Date:** 10/6/2016 7:22:22 PM**City/State/Zip:** San Anselmo, California 94960**Company Complaining About:** Comcast

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**Description**

Data caps are against net neutrality. There is no reason cap data. It isn't in the interest of "fairness," it is simply to increase their profit margins at the expense of the customer. Due to laws that restrict where cable can be run, I have no other viable options until Google Fiber comes to my area, if it ever does.

Comcast also plans to inject popups/overlays into my web sessions as I approach this cap. My ISP should only be providing me Internet access, similar to the the electrical companies providing me electricity and the water company providing me water. If my water company turned my water green as a warning that I've been using too much water it would be a serious concern. Internet access is effectively a utility and should be treated as such.

Furthermore, this move is an attempt to kill a competing industry. Capping data is an attempt to gut the video streaming industry and drive up sales of television subscriptions.

Capping data has other implications as well. It has the potential to negatively impact students, particularly online students, who stream lectures from home. It will hurt the gaming industry, as gamers use a lot of data in a month. Gamers will have less money to put into buying games or will have to cut back on how much they play, making spending money on games less of a priority. Plus it harms digital media distributors such as Steam, PSN store, and Xbox Live. Games can be over 100 GB in size. Data caps would render downloading digital games impractical. Digital games have the potential to reduce our impact on the environment, as it cuts out the need for disc, case, and other packaging.

Comcast will try and say that their 1TB cap is reasonable and that only 1% of their user base exceeds that. This may be true now, but as 4k resolution becomes more prominent, data usage is going to increase. This is a preemptive move to squeeze extra money out of their customers. Comcast will also claim that they offer an unlimited option. While this is true, this costs \$50 additional dollars a month. That is 2/3 the cost of my monthly bill. I already can barely afford to pay the too high bill on its own, (considering that most of the developed world considers at least 100mbps standard and I'm paying \$70 for 25mbps) adding another \$50 is not a doable option.



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**Ticket: # 1238573 - Xfinity Comcast Data Caps**

**Date:** 10/6/2016 6:51:07 PM

**City/State/Zip:** Houston, Texas 77099

**Company Complaining About:** Comcast

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## **Description**

Comcast will start imposing an arbitrary data cap in my area starting Nov. 1. Any limit on internet data is a clear violation against Net Neutrality. It discourages and prevents consumers from using the internet, which they've already paid to access. ISPs don't incur significantly higher costs due to more data use from customers, so data caps from fixed-line networks serve no legitimate purpose. It's a money grab; pure greed on the part of ISPs.

The FCC needs to step up and protect consumers and keep the internet fair and neutral.

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[Ticket: # 1238610 - Addition of data cap with no recourse](#)

**Date:** 10/6/2016 7:13:51 PM

**City/State/Zip:** Katy, Texas 77494

**Company Complaining About:** Comcast

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## **Description**

Today I received a notice that starting in less than a month from now, Comcast/Xfinity would be adding a data cap to my service and charging overages.

Data caps are against open Internet and the Internet should be classified as a utility.

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**Ticket: # 1238585 - Comcast abusing datacaps and regional cable monopolies to eliminate competitors**

**Date:** 10/6/2016 7:03:53 PM

**City/State/Zip:** Houston, Texas 77062

**Company Complaining About:** Comcast

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## **Description**

Comcast has arranged regional monopolies with Time Warner to ensure no cable competition across the country. Then when an alternative to TV pops up, they leverage "data caps" to prevent fair competition. Cable TV uses no data while if you use a different source (such as Netflix) it counts against your data cap. This is a clear violation of Net Neutrality principles as adopted by FCC. 5 hours a day of 4k netflix will use 1 TB of data. Considering the average american watches 5 hours of TV+DVR a day, this is not an unreasonable amount. Normally free market capitalism would fix this, but due to regulatory capture, there are no alternatives for internet (an essential utility) in my area.

Comcast must eliminate data caps and treat ALL traffic the same, not prioritizing their own media services over those of their customers

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**Ticket: # 1238591 - Comcast 1TB Data Cap**

**Date:** 10/6/2016 7:06:02 PM

**City/State/Zip:** Walker, Michigan 49534

**Company Complaining About:** Comcast

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## **Description**

I received an e-mail this afternoon from Comcast/Xfinity informing me that my account is now subject to a 1TB data cap, even though it was not subject to it previously. These caps stifle innovation by restricting use streaming services such as Netflix and Hulu, as well as online storefronts such as Valve Software's Steam and Electronic Arts' Origin. Historically, these caps have not scaled with the increasing demands of the internet, meaning that Internet Service Providers such as Comcast can charge consumers more money for less service than they were using before. This is an anti-consumer practice, and it needs to be shut down immediately.

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[Ticket: # 1238612 - Comcast internet data cap](#)

**Date:** 10/6/2016 7:15:31 PM

**City/State/Zip:** Ypsilanti, Michigan 48198

**Company Complaining About:** Comcast

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### **Description**

Comcast has implemented a data cap that does not apply to their own video streaming services, however, any other video streaming service will apply towards the data cap.

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**Ticket: # 1238616 - Comcast**

**Date:** 10/6/2016 7:16:02 PM

**City/State/Zip:** Plymouth, Minnesota 55442

**Company Complaining About:** Comcast

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### **Description**

Comcast just implemented a Data Cap on my internet. This is ridiculous and I hope their are people within the FCC who understand just how ridiculous it is.

Something needs to be done and this should not be legal.

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**Ticket: # 1238619 - Internet Data Caps**

**Date:** 10/6/2016 7:17:02 PM

**City/State/Zip:** Houston, Texas 77079

**Company Complaining About:** Comcast

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## **Description**

Cable companies, who often have monopolies on whole cities are setting these arbitrary Internet data caps when it's shown that there is no reason to do so as it doesn't have anything to do with capability of the infrastructure. It is clearly being done to discourage users from disconnecting from Cable and use internet services for entertainment.

But of course it is a moot point, you guys know it but which congressman can say no to that sweet juicy lobbyist money.

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**Ticket: # 1238629 - Comcast Data Cap Implementation**

**Date:** 10/6/2016 7:22:00 PM

**City/State/Zip:** Grand Rapids, Michigan 49504

**Company Complaining About:** Comcast

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**Description**

The FCC has protected the open internet through their strong Net Neutrality rules. On October 6, 2016 I received an email from Tim Collins, Regional Senior Vice President of Comcast's Heartland Region. Mr.Collins informed me that Comcast will be implementing a 1 terabyte per month data cap on my home internet. However, Mr.Collins also informed me I can remove this data cap and keep the same internet plan for an additional \$50 a month.

While Comcast has made claims such as "Comcast is strongly committed to maintaining an open Internet", Comcast has placed monetary restrictions on open Internet, in which these restrictions can be removed through payment of increased fees. Additionally, as technology advances and the transmission of data continues at larger rates, including increased file size, Comcast makes no mention of increasing their cap relative to these expected subscriber data increases. In a similar matter, when alerting subscribers of the involuntary imposed data caps, Comcast is informing subscribers of the subscriber's three month average data usage but makes no mention of a subscriber's trend in data usage. Data usage will increase overtime due to technological advance mentioned earlier while the imposed data caps will not, resulting in Comcast internet subscribers to pay the increased fees over time.

I am requesting the FCC continue to take a strong stance on allowing open Internet and take immediate action against Comcast's anti-open Internet trend.



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**Ticket: # 1238634 - Comcast Implementing Data Cap Without Regards To Contract**

**Date:** 10/6/2016 7:23:08 PM

**City/State/Zip:** Eden Prairie, Minnesota 55344

**Company Complaining About:** Comcast

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## **Description**

Today I was informed by my internet service provider Comcast that they would be implementing a data cap on my internet connection. In August of this year I signed a one year contract for a 250 Mbs connection with no data cap. I specifically made inquiries with several Comcast representatives and was guaranteed that my account would not be metered for at least a year. I feel that this is a direct violation of my consumer rights. I am unable to terminate my account without paying an additional termination which I deem unacceptable considering Comcast broke the terms of service. I am disgusted and appalled that they can tread over consumers with complete disregard to the laws.

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[Ticket: # 1238636 - Comcast Xfinity data cap](#)

**Date:** 10/6/2016 7:24:51 PM

**City/State/Zip:** Spring, Texas 77386

**Company Complaining About:** Comcast

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### **Description**

My internet isp, xfinity, recently implemented a data cap. I did not sign up for capped data nor the payment plan they are implementing

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**Ticket: # 1238646 - Comcast 1TB Data Caps**

**Date:** 10/6/2016 7:26:14 PM

**City/State/Zip:** Santa Clara, California 95051

**Company Complaining About:** Comcast

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**Description**

Comcast will start rolling out their 1TB data caps across all states on November 1st, 2016. This practice is both anti-competitive and unnecessary.

By capping users and forcing them to pay extra if they go over, Comcast is restricting the innovations that will be created on the nextGen internet. 4K video is now becoming commonplace.

Teleconferencing, cloud based storage and the internet of things have been growing rapidly and will continue to require more and more amounts of data.

I live in a house with roommates and this is a very unfair practice to us. We are all tech employees working in the Bay Area and routinely stream 4K, use cloud storage (just last week I uploaded 200GB worth of photos to my cloud storage from a vacation in Australia).

The wired internet was not meant to be capped, limited or otherwise restricted. Comcast is doing this for no other reason than for profits.

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[Ticket: # 1238654 - Comcast data cap issue](#)

**Date:** 10/6/2016 7:29:33 PM

**City/State/Zip:** Baytown, Texas 77520

**Company Complaining About:** Comcast

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## **Description**

Comcast has notified me that they are now enforcing data caps in our area (Houston), which has been enacted after we signed a contract with them under the terms of unlimited data. This represents an audacious cash grab at their own customer base who do not subscribe to Comcast's TV service, especially as they do not count utilizing their own Steaming TV services towards the cap, yet count any access of a competitors streaming service against said cap.

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[Ticket: # 1238751 - Comcast 1TB Cap Not Considerate to 4K Users](#)

**Date:** 10/6/2016 7:53:03 PM

**City/State/Zip:** Bloomington, Minnesota 55431

**Company Complaining About:** Comcast

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## **Description**

Comcast is imposing 1TB data caps in the Minnesota Twin Cities area. This is unfair to consumers who own 4K HDR-capable televisions and streaming services.

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**Ticket: # 1238672 - Comcast Data Caps**

**Date:** 10/6/2016 7:33:10 PM

**City/State/Zip:** Washougal, Washington 98671

**Company Complaining About:** Comcast

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## **Description**

Comcast which has a near monopoly, is implementing a 1TB data cap starting on 11/1/2016

This is not in the interest of the consumer, and there is no technical reason aside from making even MORE money. I already pay 80\$ a month for basic internet.

Enforcing a datacap and does not let me use other service like Netflix, Steam, AWS, Google Play, etc.. which I already pay for. It is not supporting a free and open internet, but, comcast is trying to force me to use their exclusive services

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[Ticket: # 1238688 - Comcast data cap](#)

**Date:** 10/6/2016 7:36:42 PM

**City/State/Zip:** Minneapolis, Minnesota 55417

**Company Complaining About:** Comcast

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## **Description**

I was notified today that Comcast will be implementing a 1TB data cap on my account starting on November 1, 2016. This is not something that I signed up for, or was asked about, and now I have another fee to worry about showing up on my bill.

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**Ticket: # 1238676 - Comcast Data Caps**

**Date:** 10/6/2016 7:33:42 PM

**City/State/Zip:** Stockton, California 95219

**Company Complaining About:** Comcast

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### **Description**

Comcast implemented 1TB data caps on California and numerous other states. This is a ploy to restrict and increase prices for customers in a greater internet demanding future (i.e. 4k, multi gb video/game downloads, hd/UHD streaming).



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**Ticket: # 1238682 - Comcast Data Caps**

**Date:** 10/6/2016 7:36:05 PM

**City/State/Zip:** Washington, District Of Columbia 20003

**Company Complaining About:** Comcast

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## **Description**

Comcast's recent announcement to roll out nationwide data caps to 1TB/mo for non-business accounts is illegal and violates FCC regulation. Comcast tiered data plans are unacceptable and unfairly violate/infringe on consumer access to the internet. Many regions are locked into a single provider, often Comcast, often which has been backed by federal funding. It has been demonstrated time and again that data caps are not a level of service remedy but wholly a business one. Data caps violate every fundamental tenet of net neutrality as corporations like Comcast are free to enter into preferred data agreements with other corporations who pay them a tax or marketing fee to promote their content or provide it to ISP customers without a charge against their data allowance. Please prevent Comcast from rolling these caps out nationwide.

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**Ticket: # 1238704 - Comcast Data Caps**

**Date:** 10/6/2016 7:40:55 PM

**City/State/Zip:** Sunnyvale, California 94089

**Company Complaining About:** Comcast

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### **Description**

It couldn't be more obvious that these data caps are a ploy to try and rip off consumers who have no competition. These unfairly target cord cutters, and are anti competitive. My data cap is the speed of my internet, and there should be no artificial limits.

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**Ticket: # 1238709 - Comcast data caps**

**Date:** 10/6/2016 7:42:01 PM

**City/State/Zip:** Sunnyvale, California 94089

**Company Complaining About:** Comcast

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## **Description**

I'm in my 40s and have been involved in Internet development from the beginning. For the first time in my life I'm faced with an Internet provider deciding I can only use so much bandwidth per month (unless of course I use their free services) now that Comcast is introducing data caps in November - not that I'll be paying less money for the service, despite being provided less service. And there's nothing I can do about it, as I have no other options for cable in my area.

This is a net neutrality issue, period. If this behavior is allowed we will see the end of an open internet in the US.

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**Ticket: # 1238710 - Comcast Imposing Data Caps**

**Date:** 10/6/2016 7:42:06 PM

**City/State/Zip:** Humble, Texas 77396

**Company Complaining About:** Comcast

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## **Description**

I recently elected to sign up for a 2 year internet contract with Comcast for high speed internet. My fiancée and I both work from home so we use a lot of bandwidth for streaming and uploading data. Comcast just sent an e-mail saying they are imposing a data cap of 1 TB saying that only "1% of users use that much". Well I'm sure only 1% of users make their living from home. This is unacceptable.

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[Ticket: # 1238721 - Data Caps](#)

**Date:** 10/6/2016 7:44:23 PM

**City/State/Zip:** Grand Rapids, Michigan 49525

**Company Complaining About:** Comcast

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### **Description**

Xfinity is now enforcing data caps on my account.

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[Ticket: # 1238733 - Xfinity data caps in Houston, TX](#)

**Date:** 10/6/2016 7:48:20 PM

**City/State/Zip:** Houston, Texas 77027

**Company Complaining About:** Comcast

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## **Description**

Xfinity has sent a notice to multiple people in the Houston, TX area that they are now implementing data caps to those on contract and assured customers in the email that Xfinity streaming would not go against data limits. This seems to be a violation of current net neutrality regulations.

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**Ticket: # 1238722 - Data caps coming to my area**

**Date:** 10/6/2016 7:44:32 PM

**City/State/Zip:** Houston, Texas 77077

**Company Complaining About:** Comcast

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## **Description**

<https://customer.xfinity.com/help-and-support/internet/data-usage-find-area>

I just found out about this today. I regularly send and receive huge (tens to hundreds of gigs) of data for work purposes alongside my regular streaming habits in my household. Based on my average usage I will be hitting this cap within 2 weeks of it being implemented. This anti-consumer practice is yet another way for Comcast to squeeze more money out of an already overpriced service that gives us less in bandwidth than most other first world countries. I strongly oppose any kind of limitation on data as once a service is installed the cost to operate is extremely low and bandwidth is not as limited as Comcast would like us to believe. Please block this and any other forms of 'data cap' from my area and indeed the entire nation as no one should be limited in how much of the world is available to them. I should not have to pay extra for the 'privilege' to work from home on a regular internet connection.

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[Ticket: # 1238724 - Data caps](#)

**Date:** 10/6/2016 7:45:10 PM

**City/State/Zip:** New Ulm, Minnesota 56073

**Company Complaining About:** Comcast

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### **Description**

Comcast has implemented a data cap of 1tb on my internet service. I am on a contract with them and this was not disclosed when signing.



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**Ticket: # 1238730 - Comcast Data Caps**

**Date:** 10/6/2016 7:47:07 PM

**City/State/Zip:** Houston, Texas 77019

**Company Complaining About:** Comcast

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### **Description**

Comcast has informed me that it will be enabling data caps in Houston on Nov 1, 2016. Comcast has admitted that there is not a technical reason for this, but it's a business decision. A decision that is there to block out competition from streaming media services and force you into using their cable tv packages to get your video content. This also comes after I have signed up for their 250mbps package meaning I could hit their cap in less than 9hours which I find completely unreasonable.

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**Ticket: # 1238734 - Comcast Internet Data Cap**

**Date:** 10/6/2016 7:48:43 PM

**City/State/Zip:** Houston, Texas 77058

**Company Complaining About:** Comcast

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## **Description**

Comcast will introduce a "New Terabyte Internet Data Usage Plan" for Houston customers, effective November 1, 2016. Data caps of any form, no matter how generous today, will eventually discriminate against data-intensive streaming and download services. This is another form of throttling, but instead of restricting speed, Comcast will charge a premium for its high-bandwidth customers.

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[Ticket: # 1238744 - Violation of Net neutrality](#)

**Date:** 10/6/2016 7:51:21 PM

**City/State/Zip:** Houston, Texas 77004

**Company Complaining About:** Comcast

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### **Description**

violation of Net Neutrality rules adopted by the FCC, comcast is using data caps to prevent competition to their media services. they are prioritizing their own internet traffic (cable tv) and not counting it towards your datacap.

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**Ticket: # 1238749 - Comcast Data Limits Are Unfair and Not Calculated Accurately****Date:** 10/6/2016 7:52:50 PM**City/State/Zip:** Maple Grove, Minnesota 55311**Company Complaining About:** Comcast

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**Description**

Comcast recently notified me that my Unlimited 250 meg service will now be subject to a 1 TB data cap and then charge up to \$200 more per month if I exceed that limit or I can switch to unlimited (which I currently have and was sold) for an additional \$50 / month. I pay 80 / month for unlimited now, this is a 62.5% increase and completely unreasonable. Top it off, I am a 20+ year network analyst, and have detailed bandwidth data on my usage, which does not line up with their tracking of bandwidth. Their "meters" overstate bandwidth sometimes by 50% or more. This is clearly driven only by profit motives because people are using online streaming services instead of their pay tv content. I would gladly switch to a competitor, but comcast has a stranglehold on my neighborhood and locked out any competition to help drive costs down. Comcast misled me into a 2 year contract for unlimited data without caps and now is implementing caps less than 6 months into the contract, without recourse, either I pay 62.5% more or potentially up to 200 more in overages. This is unfair, misrepresentation and because of the lack of competition, unreasonable. The idea of bandwidth caps threatens the very nature of the basic net neutrality principles that founded the internet. Comcast should not be allowed to enforce bandwidth caps on existing contracts and shouldn't be allowed to use their own data, without 3rd party verification of bandwidth usage. Until Comcast can prove they can reliably measure consumer usage via a 3rd party, the FCC should prohibit Comcast from enforcing or even changing the terms of existing customers plans.

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**Ticket: # 1238754 - Comcast's New Data Caps****Date:** 10/6/2016 7:53:31 PM**City/State/Zip:** Sugar Land, Texas 77479**Company Complaining About:** Comcast

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**Description**

Comcast has just initiated data caps in my area, Houston, Texas. They claim that since only a small percentage of their customers go over their data limits, that they have the right to impose these limits in order to make bank from the overages. Yet, they don't impose these limits for their customers that bundle their TV service with their internet service. This is transparently an attempt for Comcast to abuse customers who use Netflix and other internet services to watch content instead of their cable box. Furthermore, my area of Houston has no access to any other company competing in modern internet delivery.

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**Ticket: # 1238759 - Comcast data caps**

**Date:** 10/6/2016 7:54:55 PM

**City/State/Zip:** Houston, Texas 77054

**Company Complaining About:** Comcast

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## **Description**

Comcast is enforcing data caps in the Houston area. This directly violates net neutrality as it hinders competition. I am forced to choose a internet monopoly which also hinders my ability to chose my entertainment options and internet entertainment options like Netflix. I have to either choose Comcast internet and it's entertainment or face it's data caps and have my entertainment options limited.

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[Ticket: # 1238762 - Comcast breach of contract](#)

**Date:** 10/6/2016 7:55:44 PM

**City/State/Zip:** Fort Collins, Colorado 80526

**Company Complaining About:** Comcast

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## **Description**

Today I received a notice from Comcast stating they are implementing a data cap in my area of 1TB per month.

I previously have had NO data caps on my internet at all. I have signed up for a 2 year agreement, and data caps were not a part of that legal contract.

This is a breach of contract on Comcast's part, and I do not agree to their terms.

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**Ticket: # 1238769 - Comcast Data Caps on Internet**

**Date:** 10/6/2016 7:57:21 PM

**City/State/Zip:** Wyoming, Michigan 49519

**Company Complaining About:** Comcast

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## **Description**

Comcast is trying to roll out data cap plans in the area which will limit thousands of people on how much internet they can use. People should not be limited to how much tv, movies, music or games they want to stream. Internet is a necessary service. Just because comcast doesn't like that people are cutting their cable subscriptions shouldn't mean they punish their consumers for it.



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[Ticket: # 1238786 - Data Caps](#)

**Date:** 10/6/2016 8:00:53 PM

**City/State/Zip:** Colorado Springs, Colorado 80916

**Company Complaining About:** Comcast

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## **Description**

Comcast has imposed a 1 TB data cap. This ridiculous and should not be tolerated.

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[Ticket: # 1238771 - Usage cap](#)

**Date:** 10/6/2016 7:57:39 PM

**City/State/Zip:** Blaine, Minnesota 55434

**Company Complaining About:** Comcast

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## **Description**

Effective Nov 1 Comcast is implementing a data usage cap on my service. Another way of extorting money out of us. Our cable bill continues to creep up with no additional added value to our service and no this? For what reason does there need to be a data cap on internet usage? Where is the competition? I thought monopolies were illegal? Force Comcast to discontinue this practice.

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[Ticket: # 1238772 - Comcast Starting to Enforce Data Caps on November 1st in Washington State](#)

**Date:** 10/6/2016 7:57:43 PM

**City/State/Zip:** Vancouver, Washington 98661

**Company Complaining About:** Comcast

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## **Description**

Hi I am writing to complain that Comcast will be starting to enforce their data caps in Washington. Is there something you can do to stop them from doing this?

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**Ticket: # 1238806 - Data Caps**

**Date:** 10/6/2016 8:05:44 PM

**City/State/Zip:** Lehi, Utah 84043

**Company Complaining About:** Comcast

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## **Description**

Comcast is putting greed driven data caps on usage. I hate them. If it's true that 99% of their customers don't go over the cap, then why is it an issue? Their reasoning for putting the caps in place are completely false. Fairness. Pshaw. It's all about the \$\$money\$\$

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[Ticket: # 1238783 - Illegal comcast internet data caps](#)

**Date:** 10/6/2016 8:00:39 PM

**City/State/Zip:** Seattle, Washington 98112

**Company Complaining About:** Comcast

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## **Description**

Comcast is imposing an illegal data cap on 11/1 in order to prevent people from cutting the cord. Data caps are anti-competitive. If comcast wants to charge by usage, they should be regulated like a utility and only be allowed to charge what it costs them to provide. They do not impose this cap on their own services, but only 3rd party services. There is also issues of their data usage monitoring not being accurate and reporting inaccurate usage. I track my own usage via my router and it is always less then what comcast says it is. It is not possible for me to utilize data that isn't going through my router.

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[Ticket: # 1238787 - Comcast Implementing Data Caps](#)

**Date:** 10/6/2016 8:00:59 PM

**City/State/Zip:** South Lyon, Michigan 48178

**Company Complaining About:** Comcast

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## **Description**

Comcast is instituting data caps, likely in an effort to disenfranchise people who watch streaming content. There were no caps advertised when I signed up, and now they want to implement data caps and gouge for overages.

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**Ticket: # 1238788 - Comcast Data Cap - Colorado Springs**

**Date:** 10/6/2016 8:01:03 PM

**City/State/Zip:** Colorado Springs, Colorado 80907

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

I am furious to have received an email from Comcast informing me that they will be instituting data caps in my area. This is a flagrant violation of net neutrality and goes against the internet's classification of a utility. This is also highly anti-competitive and needs to be stopped immediately.

It is my understanding that cable TV customers do not have video programming traveling over the same wires counted against their data cap, my viewing of any audio or video programming is logged against my data cap. This seems to privilege the video programming sold by Comcast over competing video services. Why can a cable TV customer watch 24 hour HD programming without this usage counting against their data cap, while my viewing of HBO Now, Hulu, or Netflix accrues against the limit?

I view a limit of any kind that excepts the ISP's own services as a blatant and disgusting attempt to circumvent the fair playing field intended by the FCC.

Please FCC, help put an end to these arbitrary limits and underhanded business practices.

Thank you,

(b) (6)

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**Ticket: # 1238792 - Comcast Data Cap**

**Date:** 10/6/2016 8:02:07 PM

**City/State/Zip:** Denver, Colorado 80246

**Company Complaining About:** Comcast

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**Description**

Comcast is implementing a 1TB/month data cap in my state (Colorado), even though when I signed up for the service I explicitly asked about if there was a data cap, to which they replied "no."

They now offer an "unlimited plan," which is the equivalent of what I have been using, for an additional \$50 per month, which is 85% of what I currently pay.

Data caps on home internet are unethical and violate Net Neutrality.



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**Ticket: # 1238801 - Comcast data caps**

**Date:** 10/6/2016 8:04:27 PM

**City/State/Zip:** San Jose, California 95127

**Company Complaining About:** Comcast

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## **Description**

I live in San Jose, CA. It's a city that, surprisingly -- despite its Silicon Valley heritage, has very little choice in ISP. I'm either stuck with AT&T DSL for terrible speed at a crazy cost or Comcast. I have Comcast now, but with their expansion of data caps, I'm going to be limited to 1TB/month of internet service starting in November 2016. As a household with 3 roommates that have no cable connection and stream through popular services like Netflix, Hulu, and iTunes, we would be hit hard by Comcast's ridiculous cap. It should be illegal for Comcast to cap a connection, as it doesn't cost them any extra to serve a customer 1TB in a month or 300TB in a month -- it's all a single line that has a maximum speed. It shouldn't matter to Comcast how often it's saturated. If I pay for 150mbps internet, I should be able to use all 150mbps 24/7 without any extra fees. Anything beyond that is simple extortion and price gouging -- which Comcast fully acknowledges by allowing you to pay an additional \$50/mo (doubling my monthly rate) for removing the cap. This fee is undoubtedly pure profit that in no way goes to decrease congestion (which is already terrible during peak hours) or fix their horrendous network. Please stop this anti-consumer business practice from this monopoly.

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**Ticket: # 1238803 - Data Cap**

**Date:** 10/6/2016 8:05:07 PM

**City/State/Zip:** Aurora, Colorado 80011

**Company Complaining About:** Comcast

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## **Description**

Hello,

By instituting data-caps on their internet connections, Comcast is increasingly engaging in practices that harm customers, and limit the ability for expression in our country.

In my region Comcast is the only viable for option for decent internet speeds with it's only competitor offering less than 1/7th the speed. Without any real competition I cannot simply choose with my wallet by leaving Comcast because of their data caps.

Charging significant amounts for exceeding an arbitrary cap is unacceptable. They aren't offering any lower cost options for less data and it is simply gouging those who exceed this limit.

It is unacceptable that they can treat customers so poorly while the customers have no other choice but to use them.

Thank you for your consideration.

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[Ticket: # 1238826 - Data Caps on Cable Internet](#)

**Date:** 10/6/2016 8:10:16 PM

**City/State/Zip:** North Ft Myers, Florida 33903

**Company Complaining About:** Comcast

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## **Description**

I am writing to complain about the new internet data caps that will be imposed on customers nationwide by comcast/xfinity. Comcast has monopolies on fast Internet access in many parts of the country. This limits the options for MANY users. In the current environment comcast is able to impose higher prices and restrict access. This is unfair to customers. They by default, make customers their hot spots for other which in effect makes money for comcast and they have the audacity to place caps on data usage charge for overages and pay more for "unlimited" access.

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**Ticket: # 1238829 - Comcast/Xfinity starting their Data Cap in Houston**

**Date:** 10/6/2016 8:11:00 PM

**City/State/Zip:** Katy, Texas 77491

**Company Complaining About:** Comcast

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## **Description**

Comcast sent out an email today for their Houston customers stating that they will be instituting a 1TB data cap on November 1st. Going over 1TB will result in being charged \$10 per every additional 50GB used, capping at \$200 in overage charges. They also added an optional unlimited plan for an extra \$50 a month, which is ridiculous.

This is a violation of net neutrality laws.

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**Ticket: # 1238830 - Comcast DOUBLE of price**

**Date:** 10/6/2016 8:11:11 PM

**City/State/Zip:** Houston, Texas 77024

**Company Complaining About:** Comcast

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## **Description**

Comcast just emailed me to say they are imposing a 1TB data cap in my area, or I can pay \$50 extra for unlimited data which I previously had for \$55. This DOUBLES my monthly bill from Comcast. I cannot use less data, and I am IN CONTRACT with Comcast. This is a clear violation of Net Neutrality rules adopted by the FCC, about how comcast is using data caps to prevent competition to their media services. About how they are prioritizing their own internet traffic (cable tv) and not counting it towards your datacap.

This will drastically effect how i can afford to pay for basic items like food and electricity.

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[Ticket: # 1238834 - comcast data cap](#)

**Date:** 10/6/2016 8:11:57 PM

**City/State/Zip:** Cottage Grove, Minnesota 55016

**Company Complaining About:** Comcast

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### **Description**

starting 11/1/2016, there will be a data cap on comcast internet service. Given how streaming service advances and 4K is becoming more and more prevalent, the cap to the data mounts to a future hike of price in order to view the high resolution content. Please do something about Comcast's monopoly! Thank you!

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**Ticket: # 1238840 - Comcast Data Cap**

**Date:** 10/6/2016 8:15:14 PM

**City/State/Zip:** Houston, Texas 77338

**Company Complaining About:** Comcast

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### **Description**

I was recently informed that my internet provided by comcast will now have a data cap on it. There is no reason home based internet should have usage restrictions, comcast is directly targeting services that compete with their own leaving consumers with no choices.

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**Ticket: # 1238863 - Comcast data capped areas effective November 1st.**

**Date:** 10/6/2016 8:20:43 PM

**City/State/Zip:** San Francisco, California 94105

**Company Complaining About:** Comcast

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## **Description**

In reference to this: <https://customer.xfinity.com/help-and-support/internet/data-usage-find-area>

Comcast greatly expanding data capped areas effective November 1st. Currently I pay for specific speeds to access the internet at all times during each month. Now that they are adding a cap on the total data I can access, it will greatly limit me compared to what I am already getting.

Their statements on no one using/needing that much data is inaccurate. Streaming video and gaming services are getting more and more robust. 4k video and great resolutions also causes more data. In time their data caps will severely limit everyone. Not only that but this will hinder online backup services. If I back my PC up to the cloud every month it will use about 500GB. If something happens to my PC and I need to restore it, suddenly I have to eat through half my data cap just to recover my files or pay exorbitant amounts to Comcast. What about people with no other options in their area? This business is already an oligopoly / monopoly.

The internet is a utility. Just like a phone line, electricity, water, any other resource that is regulated. Please don't allow them to get away with this kind of corporate greed and hurt the consumer.



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[Ticket: # 1238874 - Comcast illegally instituting data caps in Texas](#)

**Date:** 10/6/2016 8:22:45 PM

**City/State/Zip:** League City, Texas 77573

**Company Complaining About:** Comcast

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## **Description**

Comcast has insituted Internet data caps violating Net Neutrality rules adopted by the FCC. Comcast is using data caps to prevent competition to their media services. They are prioritizing their own internet traffic (cable tv) and not counting it towards the datacap.

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**Ticket: # 1238961 - Comcast Data Caps**

**Date:** 10/6/2016 8:43:46 PM

**City/State/Zip:** Redmond, Washington 98052

**Company Complaining About:** Comcast

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## **Description**

I was shocked to learn that Comcast is planning to implement a nationwide data limit on all residential internet connections of 1TB. While 1 TB seems like a lot, this is a fundamental issue of the freedom and equality of citizens on the internet. Comcast has launched an aggressive marketing campaign trying to convince people that no-one will ever surpass 1TB of usage. This may be true today, but with ever increasing data needs and 4K streaming on the brink of becoming mainstream, 1TB is not nearly enough. Comcast has a monopoly in many areas and is trying to quietly implement this data cap to prepare for the eventual increase in data requirements and charging hefty overage fees. Every citizen should have the right to an unlimited internet connection, as it has become a lifeline needed for every basic task, such as online banking, furthering one's education, getting the news, communicating with loved ones and for business purposes, and lastly for entertainment. To not further deteriorate equality in this country it is of paramount importance that we preserve it on the internet, ensuring that every citizen has the ability to exchange information for whatever legal purpose without having to worry about a data budget. If the less fortunate will have to start to worry about how much data they have used they will be further isolated and divided from mainstream society.

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[Ticket: # 1238879 - Comcast data caps unfairly whitelist their services](#)

**Date:** 10/6/2016 8:24:31 PM

**City/State/Zip:** Camas, Washington 98607

**Company Complaining About:** Comcast

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## **Description**

Comcast has recently started enforcing a data cap in all of Washington state. This data cap unfairly targets people who use streaming services over Comcasts own television offerings as theirs do not count against the data cap. This basically forces me to buy their TV service which I do not want, or stop streaming television.

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**Ticket: # 1238880 - Comcast Data Caps**

**Date:** 10/6/2016 8:24:36 PM

**City/State/Zip:** Spring, Texas 77373

**Company Complaining About:** Comcast

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## **Description**

In the interest of net neutrality, I believe the announcement today from Comcast enforcing 1TB data caps starting Nov 1 is a violation of these principles.

This is targeting consumers who use streaming services such as Netflix and Hulu for their entertainment rather than use Comcast's television services.

Additionally troubling is the way Comcast intends to intercept a user's traffic and insert it's own code into the user's browser in an unsolicited fashion. This method of getting a user's attention is a privacy and security risk.

Internet needs to be classified as a utility and should not be restricted or modified in any way.

Comcast does not have any meaningful competition in my neighborhood, so I - the consumer - have no choice short of moving to a competitor's market.

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**Ticket: # 1238885 - Data Caps**

**Date:** 10/6/2016 8:26:02 PM

**City/State/Zip:** Houston, Texas 77040

**Company Complaining About:** Comcast

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## **Description**

These caps are a violation of Net Neutrality rules adopted by the FCC. Comcast is using data caps to prevent competition to their media services. They're prioritizing their own service (cable tv) and are not counting that towards my datacap.

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[Ticket: # 1238902 - Xfinity 1 terabyte data cap](#)

**Date:** 10/6/2016 8:29:35 PM

**City/State/Zip:** Waterford, Michigan 48327

**Company Complaining About:** Comcast

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## **Description**

Why are we put into a data cap, where we have no other choice of a provider. Xfinity is taking advantage of their customers through a monopoly.

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**Ticket: # 1248200 - Newly introduced data caps in Utah**

**Date:** 10/8/2016 1:44:34 PM

**City/State/Zip:** Salt Lake City, Utah 84106

**Company Complaining About:** Comcast

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**Description**

I am a resident currently affected and very unhappy about Comcast's new data cap plan they forced upon my home and my community. Data plan is not about fairness, it is not about congestion, it is a way for Comcast to pad their profits.

Let's talk about fairness; Comcast claims they are charging data like how any other utility charges for water, electricity, and gas. However, once the infrastructures are put in place, sending and receiving data costs almost nothing to them. They are already charging enough to post record profits last year. Now, let's talk about congestion, data caps have nothing to do with network congestion, as was evident when Comcast accidentally leaked an internal memo confirming so. If it were about congestion, wouldn't it be far more sensible to tier bandwidth instead? Rather than that, speed packages are priced in a way to incentivize buying higher speeds than consumers need. \$70 for 25mbps vs \$80 for 100mbps, for example.

There is no realistic competition either; where I am there are no comparable services I could switch to - Centurylink with significantly inferior DSL technology, and fiber-optic coverage is still incredibly limited even in the downtown Salt Lake metropolis.

Increase in profits is the only reason left, and while a business has every right to make as much money as they can, Comcast, being a monopoly in many areas, should be held to a different standard. With the increase in high data-utilization applications such as 4K streaming and more Internet connected devices in our homes, this data cap is just an unfair way to get in on the money without actually innovating.

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**Ticket: # 1238922 - Data Cap in Houston, TX**

**Date:** 10/6/2016 8:33:23 PM

**City/State/Zip:** Houston, Texas 77018

**Company Complaining About:** Comcast

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## **Description**

I was notified today of a change to my service contract with Comcast, a change which would impose a data cap of 1TB per month beginning November 1. This is unacceptable given that I am under contract and given that I was not even provided 30 days to try to find an alternative. Currently I am the third month of a twenty-four month agreement with Comcast, an agreement I was under the impression would guarantee a certain price and service for the duration of said agreement. The imposition of overage charges in the event that this cap is exceeded only adds to my frustration. This is in blatant violation of Net Neutrality as it serves to discourage use of streaming services such as Netflix. Comcast and At&T are the only two providers in my area, both of which impose data caps. Seeing as I am left with no suitable alternative, I am forced to remain with Comcast. Data caps on the internet, which is a necessary utility in today's world for more than just entertainment, is a gross abuse of power and should not be tolerated. I cannot express strongly enough how outraged I am by the manner in which Comcast treats its customers.



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[Ticket: # 1238936 - Comcast Data Caps](#)

**Date:** 10/6/2016 8:36:57 PM

**City/State/Zip:** Houston, Texas 77084

**Company Complaining About:** Comcast

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## **Description**

Comcast has established data caps that violate the Net Neutrality rules recently imposed by the FCC. Comcast uses caps to prevent competition against their media platforms by prioritizing their service and not counting it towards the data cap. I originally signed up for the service because there was no caps, which is no longer true.

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**Ticket: # 1238938 - Comcast Data Caps**

**Date:** 10/6/2016 8:40:00 PM

**City/State/Zip:** Grand Rapids, Michigan 49507

**Company Complaining About:** Comcast

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## **Description**

Comcast is now introducing a data cap for Internet services which I believe is anti-competitive practice meant to discourage customers who choose Comcast as an Internet service provider and not as a cable TV or telephone service provider. They are trying to discourage users who prefer streaming their television shows through services like Netflix, Hulu, Amazon, etc.... Comcast already has an awful reputation with providing inconsistent service at questionable rates, and for most people (myself included), we are limited in our choices for internet service providers. Data caps are already proven to have no effect on congestion, contrary to ISP claims, and are solely a money grab and anti-competitive practice.

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**Ticket: # 1238953 - Comcast Implementing 1TB Data Cap in My Area**

**Date:** 10/6/2016 8:42:04 PM

**City/State/Zip:** Colorado Springs, Colorado 80919

**Company Complaining About:** Comcast

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## **Description**

I just received an email that Comcast will be implementing a 1TB data cap in my area (Colorado Springs, CO) for cable Internet. I typically use over 1TB in data per month - I work from home online and have kids that stream large amounts of data. Comcast now wants an additional \$50/month for unlimited data. This will massively increase my fees for the same service. Comcast is the only realistic choice in my neighborhood since other providers provide slow speeds and there is no fiber in my area. There is no good reason for this increase except Comcast's desire to make more money. Please help.

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[Ticket: # 1238987 - Comcast 1TB data cap](#)

**Date:** 10/6/2016 8:47:40 PM

**City/State/Zip:** Logan, Utah 84321

**Company Complaining About:** Comcast

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## **Description**

Comcast is now pushing to expand their data caps across the nation (and particularly where I live) and I think that is a violation for an open internet and an anti-competitive practice. Please enact regulations to prevent this and penalize them and allow other businesses to step in where they currently have a monopoly.

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[Ticket: # 1238990 - Comcast Data Caps](#)

**Date:** 10/6/2016 8:49:37 PM

**City/State/Zip:** Fort Collins, Colorado 80526

**Company Complaining About:** Comcast

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## **Description**

Data caps were not part of the contract I signed 6 months ago. I tele-commute and my living is now in danger. Though if Comcast can steal millions that was supposed to be used on infrastructure, my little complaint is probably pretty pointless...

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[Ticket: # 1238994 - Comcast's illegal data caps](#)

**Date:** 10/6/2016 8:50:54 PM

**City/State/Zip:** Grosse Pointe Park, Michigan 48230

**Company Complaining About:** Comcast

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## **Description**

Comcast has recently rolled out data caps in Michigan after locking me in to a 2 year contract. They knowingly locked me in despite having these caps in process. This flies against net neutrality. What's next, caps on how much television I can watch? This needs to stop NOW!

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[Ticket: # 1238999 - Comcast Data Cap](#)

**Date:** 10/6/2016 8:51:28 PM

**City/State/Zip:** Katy, Texas 77494

**Company Complaining About:** Comcast

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### **Description**

Comcast just sent an email detailing their new data cap of 1 terabyte. When I signed a contract with Comcast there was no data cap, and implementing a data cap now violates the contract.

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**Ticket: # 1239000 - Comcast Data Caps**

**Date:** 10/6/2016 8:51:33 PM

**City/State/Zip:** Houston, Texas 77098

**Company Complaining About:** Comcast

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## **Description**

Comcast has enacted data caps in the Houston area. This is a clear violation of the FCC's rules on Net Neutrality. They are prioritizing their own services data usage over others. Namely, the unfettered use of their cable services, as compared to the limits placed on streaming such as Netflix, Hulu, and other services. This must stop. For the sake of the American media consumer, and the legitimacy of FCC regulator powers this must stop.



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**Ticket: # 1239005 - Comcast Internet 1TB Data Cap**

**Date:** 10/6/2016 8:52:23 PM

**City/State/Zip:** Burlingame, California 94010

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

Comcast has announced that it plans to initiate a 1TB data cap on plans in California effective Nov. 1, 2016. This is an unreasonable change and negatively affects services. Those services providing 4K video and other high bandwidth content will be discriminated against on price due to this cap. In addition, if I've signed a one year agreement with them, they should not be able to change terms mid-cycle. I hope you can help to push through legislation or provide a ruling to eliminate these anti-competitive data caps.

Thank you,

(b) (6)

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[Ticket: # 1239010 - Comcast data caps being implemented in Michigan](#)

**Date:** 10/6/2016 8:54:38 PM

**City/State/Zip:** Ann Arbor, Michigan 48103

**Company Complaining About:** Comcast

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## **Description**

Comcast is beginning to implement data caps in the Ann Arbor, Michigan area. This is incredibly disingenuous, as it's clearly an attempt to push users into using their TV services as opposed to streaming competitors. This is anticompetitive and clearly violates net neutrality tenets.

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[Ticket: # 1239122 - Comcast/Xfinity data caps](#)

**Date:** 10/6/2016 9:25:10 PM

**City/State/Zip:** Houston, Texas 77092

**Company Complaining About:** Comcast

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## **Description**

I just learned that Comcast has started to institute data caps, despite offering unlimited data packages. I believe this is in violation of the Net Neutrality rules.

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[Ticket: # 1239020 - Comcast implementation of 1TB data cap](#)

**Date:** 10/6/2016 8:56:42 PM

**City/State/Zip:** Centennial, Colorado 80122

**Company Complaining About:** Comcast

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## **Description**

I had signed a 1 year+ contract with Comcast in December 2015, wherein I was told that there were to be NO data caps with their service. This was one of the major reasons why I signed up for this service.

As of 10/6/2016 I have received communication that Colorado (among other states) will be receiving a data cap on internet service. The internet is a utility, not a luxury, and should be treated as such.

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**Ticket: # 1239022 - Data Caps****Date:** 10/6/2016 8:57:28 PM**City/State/Zip:** Ypsilanti, Michigan 48197**Company Complaining About:** Comcast

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**Description**

Comcast just recently implemented a 1TB data cap on my service that will go in effect on November 1st. This infuriates me because there is literally no technical reason for these data caps. Comcast execs have admitted this.

The supposed reason for these data caps makes no sense as well. How will a monthly data cap prevent network congestion? If everyone uses up their data allowance on the first day of the month, the network would be extremely congested. The easiest way to limit network congestion would be to create a system by which those who want more network throughput at any given time have to pay more. Which is exactly the current system. If I want more internet speed at any given moment, I have to pay more. But now, Comcast has found a convenient way to double charge customers. And since broadband internet is conveniently a monopoly in nearly all of the US, the free market fails and I'm stuck having to deal with Comcast and their anti-consumer policies.

If Comcast wants to charge me for internet usage like the electric company charges me for electricity (with metered usage). Comcast should have to face the regulations of a monopolistic utility. I think these data caps should be disallowed by the FCC.

I also think these types of data caps should be banned because how can I trust Comcast to accurately meter my internet data usage when they can't even consistently bill me properly.

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**Ticket: # 1239035 - Incoming Comcast Data Caps**

**Date:** 10/6/2016 9:01:36 PM

**City/State/Zip:** Santa Rosa, California 95403

**Company Complaining About:** Comcast

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**Description**

Hello,

Recently Comcast has announced that they are going to be enforcing a 1TB data cap in my state(California). We are in 2016 and Comcast continues to treat customers as poorly as they can get away with. If we use their video services this will not count against us but if we use our own equipment it does. That is simply not right. I have a roommate who is disabled and is at home pretty much 24/7. They are constantly streaming videos and my last 3 months have been consistently at 2.5TB a month.

There is not a finite amount of data. This isn't fossil fuels where it will run out one day. This is pure greed. They know they don't have to compete in certain places and are doing what they can to stop people from dropping cable by forcing these caps upon them there by making streaming not as viable an option unless you stream their content on their terms. Please stop this from becoming a thing. Please support net neutrality.

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**Ticket: # 1239045 - Comcast Data Caps**

**Date:** 10/6/2016 9:04:42 PM

**City/State/Zip:** Katy, Texas 77450

**Company Complaining About:** Comcast

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## **Description**

Comcast sent out an email today to customers in the greater Houston area about how they are going to start imposing a 1TB data cap to all customers. This is in direct violation of the Net Neutrality rules adopted by the FCC. When I signed up for service with Comcast, I was told that I would be free to use the service without any limitations. And in today'd world of streaming services imposing a data cap on my service is extremely frustrating and only serves to make Comcast more money. How does this benefit the customer? Especially since there isn't any other service in my area that I can switch to?

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**Ticket: # 1239052 - Data Cap - Unfair Competitive Practice****Date:** 10/6/2016 9:05:52 PM**City/State/Zip:** Colorado Springs, Colorado 80924**Company Complaining About:** Comcast

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**Description**

On October 6th, 2016, I received a notification that Comcast would be applying a 1 TB (1024 GB) limit to my existing Internet service effective November 1st, 2016. Usage above this cap would be charged at a rate of \$10/50 GB or with an option to pay \$50/month for "unlimited" data.

I routinely use more than 1TB of data each month, primarily by streaming 4K video content. Comcast, as a cable company, is abusing its position as the only available high-speed internet option for my location to attempt to disincentivize this streaming in favor of their own cable service, which I do not subscribe to. By putting in place punitive fees for large amounts of data usage, unrelated to network congestion or any other quantitative metric of actual network load, they have effectively limited my ability to consume video entertainment of my choice, rather than relying on their own video service. There is no similar punitive fee in place for customers consuming large volumes of Comcast's own cable video service, and these data caps are effectively an anti-competitive measure.



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[Ticket: # 1239072 - Data Cap notification from Comcast](#)

**Date:** 10/6/2016 9:09:46 PM

**City/State/Zip:** Grand Rapids, Michigan 49534

**Company Complaining About:** Comcast

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## **Description**

We got the letter today about Comcast imposing a data cap on its customers in our area. It appears they are positioning themselves to be able to charge more once 4K streaming video becomes the standard and bandwidth usage increases.

Can we please dismantle the monopoly in our area before it's too late?

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[Ticket: # 1239123 - Data cap rolled out](#)

**Date:** 10/6/2016 9:25:34 PM

**City/State/Zip:** Grand Rapids, Michigan 49504

**Company Complaining About:** Comcast

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## **Description**

Comcast just today rolled out a 1TB data cap in an area where there previously was none. It is obvious that this is an attempt to keep users from attempting to use large amounts of data via streaming video.

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**Ticket: # 1242403 - Comcast Continues to Disregard Proper Competitive Business Practices At the Cost of the Consumer**

**Date:** 10/7/2016 1:43:47 PM

**City/State/Zip:** Portland, Oregon 97225

**Company Complaining About:** Comcast

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**Description**

Comcast plans on rolling out a completely proven unnecessary data cap limitation to Oregon, something that is showing to only be a cash-grab as they have rolled it out to other portions of the country. They have continually lobbied against competition (see Google Fiber's recent failed attempts at entering the Oregon ISP market stopped due to favorable legal conditions and monopolistic practices of Comcast) and have been afforded the opportunity to operate completely without true, pound for pound competition. The US has allowed for ISPs, mainly Comcast, to grow to a level, position themselves to be able to operate without any true competitor by buying key infrastructure that they have no wishes to upgrade any time soon, increasing barriers to entry for any new company both legally and physically, and profiting directly by raising prices and decreasing service. They have no desire to treat their customers well, just call their customer service and you will be run through the ringer of sales and service people, none of which will ever help you but rather try to tack on additional worse services. There is absolutely no reason to limit data. There are no hardware requirements or strains that heavy internet users place on Comcast necessitating this move, it is simply a way to charge customers more that do not wish to pay for their already over priced services. Please, we the American people, implore you, as the regulating agency that should be stopping this type of monopolistic practice, to stop a company from unethical and non-customer centric business practices. Please do not allow Comcast to further take advantage of a completely captive market. I need the internet to be able to provide for my family and additional costs for perpetually lessening service is exactly what we faced in the 1920's before we broke up the companies that led to the Great Depression. PLEASE STOP COMCAST NOW!

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[Ticket: # 1239076 - Data cap contract change](#)

**Date:** 10/6/2016 9:10:52 PM

**City/State/Zip:** Spring, Texas 77386

**Company Complaining About:** Comcast

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### **Description**

Comcast is adding a data cap in the middle of a contract.

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**Ticket: # 1239078 - Comcast Data Caps**

**Date:** 10/6/2016 9:11:03 PM

**City/State/Zip:** Nassau Bay, Texas 77058

**Company Complaining About:** Comcast

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### **Description**

Comcast will soon apply greater data caps on internet usage nationwide and i want to do everything in my power to fight this and the oligopoly on the internet market

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**Ticket: # 1239088 - Comcast implementing data caps**

**Date:** 10/6/2016 9:15:11 PM

**City/State/Zip:** Houston, Texas 77094

**Company Complaining About:** Comcast

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## **Description**

Dear Sir/Madam,

Comcast in Houston is implementing data caps for their internet consumers.

I feel strongly that they are extorting the customers like myself by retroactively activating the data cap plan.

Comcast states that less than 1% of actually use more than 1000gb of data per month, but still wants to implement penalties to the extensive users.

In this day and age where we have up to 4k streaming, most of the streaming services offer 1080p60fps, and other wifi services, Comcast is slowly restricting internet usage which will eventually affect all customers not just the 1%.

Their "alternative" plan is \$50 per month charge for extra is extortion that would double the internet bill for people like me whose internet bill is in fact roughly \$50. And my plan does not include TV nor phone.

I am including my contract and the plan offer as well. Nowhere does it specifically point out data cap to 1000gb.

Comcast is not the only competitor in my service area however. AT&T can be my alternative, but AT&T also have implemented 1000gb data cap.

Thanks,

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**Ticket: # 1239090 - Comcast data caps**

**Date:** 10/6/2016 9:16:43 PM

**City/State/Zip:** Coon Rapids, Minnesota 55448

**Company Complaining About:** Comcast

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## **Description**

Comcast is expanding their data capped areas. Data is not something that is limited like water or electricity. It makes no sense to put a data cap into place. This is purely for their profits and in no way going to be good for the consumer.

The data caps may seem reasonable now at 1 TB, but as files on the internet get bigger (4k video streaming, larger video games) this data cap will come into effect with the consumer having no power. I can't chose what size a file is, its just that size.

If they claim its a congestion problem they are also wrong. A data cap is equal to saying you are only allowed to drive on the roads X amount of times a month and after that you are charged extra because congestion during rush hour. People will still be driving during rush hour, because its rush hour.

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[Ticket: # 1239091 - Comcast's 1TB Data Cap](#)

**Date:** 10/6/2016 9:17:16 PM

**City/State/Zip:** Woodbury, Minnesota 55129

**Company Complaining About:** Comcast

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## **Description**

I've recently heard that Comcast will start rolling out 1TB data caps soon. Even if this isn't necessarily true, this is absolute madness. There's no reason for including data caps in metropolitan centers with readily available internet access. It's a despicable cash grab being shelled out by a gigantic corporate monopoly.



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**Ticket: # 1239145 - Xfinity data caps**

**Date:** 10/6/2016 9:33:42 PM

**City/State/Zip:** Humble, Texas 77338

**Company Complaining About:** Comcast

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### **Description**

I signed up for a year contract to an unlimited service and am now being told mid contract that it is a limited service unless I pay twice as much. I don't think data caps should even be legal, we rely on our connection to the web more and more every day. There should be an open internet that doesn't punish consumers.

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[Ticket: # 1239099 - New 1TB/month data cap.](#)

**Date:** 10/6/2016 9:19:16 PM

**City/State/Zip:** Salt Lake City, Utah 84107

**Company Complaining About:** Comcast

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## **Description**

Data caps no matter the size are detrimental to the growth of the internet.

If I were to tell someone 20 years ago that I'd eventually need more than 100GB of internet data a month just to connect to my work and earn a living, they'd think me insane, yet here we are. By allowing data caps we're obstructing our own future, and laying the groundwork to fall further behind the rest of the world technologically.

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[Ticket: # 1239103 - Comcast Data Caps](#)

**Date:** 10/6/2016 9:19:56 PM

**City/State/Zip:** Draper, Utah 84020

**Company Complaining About:** Comcast

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## **Description**

The kind of monopoly these companies have over areas is ridiculous. I have no other option for internet where I live to the point where our HOA has negotiated a contract, but now we are stuck with data caps with no other options.

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**Ticket: # 1239110 - Comcast implementing data caps in my area**

**Date:** 10/6/2016 9:21:47 PM

**City/State/Zip:** Houston, Texas 77089

**Company Complaining About:** Comcast

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## **Description**

I just received an email from Comcast concerning my internet service. According to the email, they will begin enforcing a data usage plan in my area. The plan will be similar in price but once one terabyte (1,024 GB) is consumed, additional fees will be incurred as well.

When I initially signed up for this service, no indication of data cap usage was ever mentioned. With the email today (Oct. 6, 2016), Comcast has given me less than one month's notice until enforcement will commence (begins November 1, 2016).

This notice appears to go against the FCC's ruling in which "are designed to protect free expression and innovation on the Internet and promote investment in the nation's broadband networks". By placing a limit on how much internet is accessible before reaching a "premium", expression on the internet becomes limited and strained. I'm saddened that Comcast doesn't recognize this, but I hope by filing this complaint they will. Thank you.

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**Ticket: # 1239113 - Comcast Data Cap**

**Date:** 10/6/2016 9:22:52 PM

**City/State/Zip:** Pleasant Grove, Utah 84062

**Company Complaining About:** Comcast

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## **Description**

I signed up for an agreement with Comcast for a 1-year term. During the explanation of said plan, I specifically asked the Comcast agent if the plan had or would have data caps involved. I was specifically told that no data cap would be involved by signing up with the agreement. I signed the agreement.

Today, I receive an email from Comcast that says, "We're writing to let you know that we will be activating a new XFINITY Internet Data Usage Plan in your area. Effective November 1, 2016, your XFINITY Internet service will include one terabyte (that's 1,024 GB) of data usage per month. "

- 1) I feel like the agreement was completely misrepresented to me by a Comcast agent during sign up, which he proposed to me.
- 2) I feel like this is an anti-competitive measure to force me in to another TV bundle with Comcast because I prefer streaming shows from an streaming provider and not Comcast. I consider them as my ISP and not TV provider despite the agreement I am in because I'm forced in to a TV plan to get a cheaper price. I wish that was MUCH more separate than it is.
- 3) It is a monopolistic move as I literally have one option for an ISP in my well-populated area. If they limit my options by forcing me to pay a ridiculous premium to access the internet, I'll end up forced to use Comcast for all services where I have no other options.

Additionally, while I 100% oppose allowing any type of tied plan ever, but in the email I received from Comcast they say, "Those who use more Internet data, pay more." Apparently this is true now. "And those who use less Internet data, pay less." This is false, you pay the exact same amount you have been paying with a now limited plan. So it's actually way worse for the consumer. If what they are proposing stands, then I would expect to actually pay less for using less. A fantastic example of this model is a true industry leading provider like Google with their Google Fi wireless service who I use. If I don't use the data plan I signed up for, they literally refund me all of the amount I didn't use. With Comcast, the internet portion of my bill is costing me \$70 per month and on a 1,024 GB per month cap, I would expect to be refunded \$66.58 if I only use 50GB of data in a month based on the ~\$0.068/GB rate or \$35.82 refunded for only using 500GB in a month. Not to mention they want to charge more than double if you go over the limit by charging you \$0.20/GB unless you opt for the \$50 additional cost for unlimited.

In conclusion, I'm concerned about the misrepresentation of our agreement regarding data caps, data caps themselves, and the misrepresentation of their marketing material to make the consumer feel like they will pay less for not being in the 1% of users. You literally pay the same amount and have a worse option. I'd also add I've previously complained about some serious billing issues and there are many other issues I've dealt with over the years that I did not report and never seem to end.

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[Ticket: # 1239117 - Comcast Data Cap](#)

**Date:** 10/6/2016 9:23:17 PM

**City/State/Zip:** Santa Maria, California 93458

**Company Complaining About:** Comcast

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## **Description**

Comcast is going to start a 1TB data cap in November and I find it extremely unfair. I have a family of six that are heavy streamers and we go over that data cap every month from doing nothing more than streaming netflix and youtube.

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**Ticket: # 1239124 - Comcast Xfinity Data Cap**

**Date:** 10/6/2016 9:25:57 PM

**City/State/Zip:** Grand Blanc, Michigan 48439

**Company Complaining About:** Comcast

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**Description**

Comcast is instituting a 1 TB data cap in my area starting next month which violates net neutrality. I watch a lot of streaming video, so this will amount to an extra \$50 a month for me. Comcast is my only option for broadband as Uverse does not even offer broadband speeds in my area.

I feel this is a thinly veiled attempt at gouging their customers who have no other options available. They do not compete in a free market. They are a monopoly.

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**Ticket: # 1239159 - Data caps**

**Date:** 10/6/2016 9:36:21 PM

**City/State/Zip:** Inver Grove Heights, Minnesota 55077

**Company Complaining About:** Comcast

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## **Description**

I recently received a message from Comcast stating that they will be starting data caps of 1 tb per month in November for all non business internet plans in the twin cities area. As this is a "preferred provider" for my apartment complex, it is extremely difficult to obtain a different internet provider. Even if I were to move, Comcast is the only internet provider that can provide high speed broadband in the region.

By implementing this data cap on a plan that I signed a contract for (which included no data cap at the time of signing), Comcast is acting in a monopolistic and non competitive manner by essentially changing their agreement with me as I have no other real choice. I need Internet at home to for my daily life, but if I had an option I would leave Comcast immediately for acting in this anti-competitive manner and changing a contract that I am "locked into" for months, but that they can alter at any time.



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[Ticket: # 1239149 - Comcast's new data caps plan](#)

**Date:** 10/6/2016 9:34:19 PM

**City/State/Zip:** Charlottesville, Virginia 22903

**Company Complaining About:** Comcast

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## **Description**

Comcast has recently announced yet another round of data caps for their internet service packages. The plan is to extend data caps to several new states. While this change does not yet effect me, I am deeply troubled by this move as (1) it will eventually be implemented in my area and (2) because it will set a precedent for other ISPs to follow. Please let me elaborate on the latter point.

I would very much like to switch from Comcast to another ISP in protest over this recent move, but there are no other providers in my area. Comcast has a monopoly here just like it, and other ISPs, do in other parts of the country. Access to an internet connection is no longer a luxury for most Americans, it is a necessity (my spouse works from home). ISPs ought to be regulated just like the utilities we have come to rely upon. They should not be able to gouge their customers without recourse.

Please consider action against Comcast to send a message to all ISPs that Americans want and need unencumbered access to the web.

Thank you.

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**Ticket: # 1239172 - Comcast Data Caps**

**Date:** 10/6/2016 9:38:51 PM

**City/State/Zip:** American Fork, Utah 84003

**Company Complaining About:** Comcast

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## **Description**

Comcast is unethically and possibly illegally instituting data caps on their internet service. Not only is this a violation of open internet standards, but potentially running afoul of the laws and FCC regulations of internet providers, as well as suppressive of an open internet.

This should be investigated and ended.

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[Ticket: # 1239160 - Comcast data cap](#)

**Date:** 10/6/2016 9:36:24 PM

**City/State/Zip:** Comstock Park, Michigan 49321

**Company Complaining About:** Comcast

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## **Description**

I'm writing to complain about the new data cap from Comcast. I feel as though this limits an open Internet and goes against net neutrality. The internet should be considered a utility, not a commodity.

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**Ticket: # 1239165 - Comcast Data Cap**

**Date:** 10/6/2016 9:37:27 PM

**City/State/Zip:** Bloomington, Minnesota 55437

**Company Complaining About:** Comcast

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## **Description**

Comcast has implemented a data cap which I feel will stifle innovation on the internet for streaming services (particularly Netflix) along with many other services my household, and many others, uses. The internet has become a utility for Americans. This is an important part of our infrastructure and without comparable competition due to many factors (laws) this will slow down the amazing growth companies have been able to achieve.

I get a majority of bothy entertainment and work done via the internet. I'd hate to be in a meeting or doing work, fearing how much data I'm using because my three year old daughter is watching Netflix. Digital direct items like games, movies, songs and more rely on this service, and there is no reason to implement this if, as they say, 99% of the households will not be affected by this. This is ridiculous, and I definitely will contact my Senators regarding this.

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**Ticket: # 1239167 - Comcast 1 TB internet cap.**

**Date:** 10/6/2016 9:37:44 PM

**City/State/Zip:** Grand Rapids, Michigan 49519

**Company Complaining About:** Comcast

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## **Description**

Comcast just sent out an email saying there will be a 1 TB cap on data. It seems to me, and many others, like they are trying to discourage users from using streaming services, such as Netflix, that might compete with their own services. How long will it be until they lower the data cap to half of what the cap is now and I am forced to pay ridiculous fees to a contract I never agreed to? Why is this company signing me up for packages that I never asked to receive and did not agree to pay for just because they gave me a "courtesy call?" Why is this company allowed to push its monopoly on the consumers? As of now I am looking for a new ISP because as a consumer it sometimes feels like all I can do is look to bring my business elsewhere, and yet I will not be surprised if I find out that the only internet service provided in my area is someone like Comcast.

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[Ticket: # 1239175 - Comcast Data Cap](#)

**Date:** 10/6/2016 9:39:14 PM

**City/State/Zip:** Wyoming, Michigan 49509

**Company Complaining About:** Comcast

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## **Description**

Comcast has elected to issue a data cap in my area on internet usage. I believe they are trying to stop streaming services such as Netflix and Hulu, by putting a cap and asking about bundling TV.

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[Ticket: # 1239189 - Comcast 1tb](#)

**Date:** 10/6/2016 9:40:45 PM

**City/State/Zip:** Minneapolis, Minnesota 55416

**Company Complaining About:** Comcast

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### **Description**

After being assured on the phone that my plan wouldn't have any data caps, Comcast imposed a data cap.

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[Ticket: # 1239227 - Comcast 1TB data cap](#)

**Date:** 10/6/2016 9:51:20 PM

**City/State/Zip:** Spring Lake Park, Minnesota 55432

**Company Complaining About:** Comcast

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## **Description**

I think it's ridiculous and immoral Comcast is now imposing internet usage data caps in my area starting Nov 1st epically on such short notice (Minneapolis, MN). I think it's wrong and another money scheme Comcast is trying. Before you know it they will be charging for how far the data has to travel or some other fee that is built into there infrastructure that costs them nothing.



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[Ticket: # 1239191 - Comcast is violating net neutrality by enforcing data caps](#)

**Date:** 10/6/2016 9:41:47 PM

**City/State/Zip:** Houston, Texas 77054

**Company Complaining About:** Comcast

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## **Description**

Comcast is violating net neutrality by enforcing data caps, they are prioritizing their own internet traffic (cable tv via their Xfinity TV) and not counting it towards my data cap. The notion of data caps is making the USA look terrible. At the same time, they are also increasing fees for their internet services without any warnings.

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**Ticket: # 1239193 - Comcast Data Cap**

**Date:** 10/6/2016 9:42:15 PM

**City/State/Zip:** New Brighton, Minnesota 55112

**Company Complaining About:** Comcast

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## **Description**

I was just notified by my ISP that they will be introducing a 1 TB data cap to my service. I am opposed to data caps on internet usage as there is no technical reason for them and the regional monopolies ISPs have created. The limits that apply to a utility like water (finite supply, amount that can be passed through a pipe) do not apply to data.

With no viable alternatives for basic Internet service, I have few options but to comply with Comcast's policies which I believe are unethical.

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[Ticket: # 1239195 - Comcast data caps](#)

**Date:** 10/6/2016 9:42:48 PM

**City/State/Zip:** Eagan, Minnesota 55123

**Company Complaining About:** Comcast

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## **Description**

I live in an area which will be switching to Comcast data caps November 1st. This is unacceptable. We have never had to deal with data caps before and as we as a society start to use the internet more and more, this move will strangle innovation as well as hurt families who simply want to watch a movie together. Along with digital game downloads and HD movies and incoming 4k streaming, this data cap will be reached quickly. This is simple extortion by large companies against people and families who in some cases have no alternatives for Internet access.

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**Ticket: # 1239206 - Data Cap Comcast**

**Date:** 10/6/2016 9:45:20 PM

**City/State/Zip:** Salt Lake City, Utah 84044

**Company Complaining About:** Comcast

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## **Description**

Today we received an letter regarding an data cap on our land line internet service. While I understand the methodology of The increase of water (and/or electricity) usage would increase the bill to the owner, this would not be prohibitive.

However, due for the nature and progressing rate of technology as well as popular services such as Hulu, Netflix, twitch, etc. The rate that's been provided 1 terabyte (or 1,000 Giabytes) will be obsolete very soon as multimedia platforms are going on the pathways of the internet and it's already been demonstrated. The disturbing thing was how long how areas were left unaffected. This is not counting services such as online backups Microsoft's One Drive, Carbonite, Copy.com, and so forth

Not only are the caps are a problem, how they choose to notify their users as quoted "Notifications - If you approach, reach or exceed one terabyte of data usage, we will send you a courtesy "in-browser" notice as well as an email."

The fact they're willing to interfered your browser via in-browser is worry some for most end-users. Email and phone call notifications wouldn't be an issue but the fact it can intercept within the browser has some pressing issues how it's used properly.

As for the "1%" of users only exceeding this cap. I am having a difficult time to believe this but to say that this is true, I would like to see where these statistics are nerving from. Where's the article, where's the statistics of the average user on consumption within the Comcast network?

While Comcast does provide an data monitor tool i;e Data usage meter and Data Usage Esitimator. I have to wonder if this has been vetted by a third part and can be confirmed for accuracy. And the average end-user won't have other tools to verify data usage on their own. There needs to be a tool free from possibility of bias and something that can be vetted by a independent group to not only legitimate chance of bias, but will instill trust to the consumer.

I ask you to look into this a matter regarding of data caps as there's nothing about "fairness". If there's an heavy user or multiple users affecting the network that's detrimental for comcast's backbone, then that should be remediate in a matter either notifying the account holder, and if they persist, slowing down the speeds they were provided to prevent complications.

The fact they are willing to provide a "unlimited data option" means they do have the infrastructure to do so. This does not make any sense in the terms of technical provisioning. This also makes me wonder why they are even bother rolling out "free speed" upgrades when the users are capped at an arbitrary limit. Those "speed upgrades" seem counter productive if an cap of any degree is in place.

I cannot see this promoting fairness if this going to be cost-prohibitive for others.

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[Ticket: # 1239233 - Data cap](#)

**Date:** 10/6/2016 9:52:03 PM

**City/State/Zip:** Kenmore, Washington 98028

**Company Complaining About:** Comcast

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## **Description**

I signed up for a 2 year contract with Comcast with 150Mbps with no data cap. Now they just released new info that says that I will now be getting a data cap. I did not sign up for that and I want my unlimited data usage. It costs them pennies to allow me to use more data and they are doing this out of pure greed.

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[Ticket: # 1239252 - Xfinity Datacap](#)

**Date:** 10/6/2016 9:56:39 PM

**City/State/Zip:** Kentwood, Michigan 49508

**Company Complaining About:** Comcast

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## **Description**

Xfinity just announced a change in its internet service in the Grand Rapids Michigan area adding a monthly data cap. Not only does this go against the 2 year contract most of us have signed but goes directly against net neutrality. They are offering "unlimited" for \$50 more a month, or pay a \$10 fine for ever 50Gb over the cap.

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**Ticket: # 1239247 - Net Neutrality violation**

**Date:** 10/6/2016 9:56:02 PM

**City/State/Zip:** Houston, Texas 77024

**Company Complaining About:** Comcast

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### **Description**

Comcast is blatantly violating the Net Neutrality rules adopted by the FCC by using data caps to prevent competition to their media services and they are prioritizing their own internet traffic (cable tv) and not counting it towards your data cap.

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[Ticket: # 1239251 - Data Cap on Xfinity Internet](#)

**Date:** 10/6/2016 9:56:37 PM

**City/State/Zip:** Flint, Michigan 48505

**Company Complaining About:** Comcast

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### **Description**

Comcast starting Data Cap on my internet starting November 1st.



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**Ticket: # 1239278 - Comcast Data Cap**

**Date:** 10/6/2016 10:06:09 PM

**City/State/Zip:** Santa Fe, New Mexico 87507

**Company Complaining About:** Comcast

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## **Description**

Today I received an email that stated starting November 1st comcast will be imposing a 1TB data cap in my area. Stating that if I want to continue with unlimited data it will cost an additional \$50/month. That would be on top of my current bill which is \$70/month under a promo price normally \$90/month. If I were to choose not to go with an unlimited plan if I were to go over the 1tb a month plan it would cost \$10 per 50gb. I am not a heavy user but have occasionally gone over 1TB in month restore data backup from cloud servers. Overall my complaint is that Comcast should not be allowed to limit or charge more for data usage when they have a monopoly in an area , which where I live they do. They are the only cable internet company and the only other "highspeed" provider is Centurylink which can only offer 1.5Mbps in this area

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[Ticket: # 1239284 - Data Caps](#)

**Date:** 10/6/2016 10:06:43 PM

**City/State/Zip:** San Antonio, Texas 78253

**Company Complaining About:** Comcast

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### **Description**

Comcast is initiating data caps on its customers. This is absurd and allowing this monopoly to continue will increase internet costs exponentially. This should not be allowed to happen.

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[Ticket: # 1239288 - Comcast data cap](#)

**Date:** 10/6/2016 10:06:58 PM

**City/State/Zip:** Fort Collins, Colorado 80528

**Company Complaining About:** Comcast

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## **Description**

I signed a contract for unlimited data with comcast, and half way through this contract they are trying to put a data cap of 1TB of usage. As a heavy user about 850gb a month this concerns me due to overage issues.

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[Ticket: # 1239305 - Comcast data caps](#)

**Date:** 10/6/2016 10:14:03 PM

**City/State/Zip:** Indianapolis, Indiana 46217

**Company Complaining About:** Comcast

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## **Description**

Comcast is expanding data caps nationwide. Pure greed.

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[Ticket: # 1239296 - Comcast data cap in Oregon](#)

**Date:** 10/6/2016 10:09:49 PM

**City/State/Zip:** Portland, Oregon 97213

**Company Complaining About:** Comcast

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## **Description**

I signed up for 12 months at unlimited data two months ago. Now starting Nov 1, there will be a 1tb data cap. This is unacceptable and something needs to be done. I don't want to be pushed into buying more of what I don't need or cable television I don't watch. From what i understand, I can't be released from this contract either. How is this fair to consumers?

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**Ticket: # 1239304 - Comcast data caps**

**Date:** 10/6/2016 10:13:19 PM

**City/State/Zip:** Anacortes, Washington 98221

**Company Complaining About:** Comcast

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### **Description**

I would like to issue a complaint against Comcast for its business practices surrounding implementing data caps in the state of Washington. This practice only increases' the bottom line, the customers do not benefit from this and this does not "free up" bandwidth. Comcast has had a monopoly on internet service providers for far too long and I believe it is the best interest of the American people for the FCC to investigate this.

Thank you,

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**Ticket: # 1239309 - Data Cap**

**Date:** 10/6/2016 10:14:35 PM

**City/State/Zip:** Grand Rapids, Michigan 49503

**Company Complaining About:** Comcast

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### **Description**

I signed up for an internet plan with 25mbps and no data cap. To my surprise, I received an email today letting me know that a data cap will be active within less than a month. I did not agree to a data cap when signing up. The least (absolute least) they could have done is waited until renewing service with them. Comcast is a disgraceful company. It is a shame I cannot use a different provider even though I would love to. The day I can switch to another ISP, I will immediately.

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**Ticket: # 1239436 - Comcast data caps negatively impacting my life**

**Date:** 10/6/2016 10:51:58 PM

**City/State/Zip:** Seattle, Washington 98117

**Company Complaining About:** Comcast

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## **Description**

I just found out that Comcast will be enabling data caps starting November 1st in Washington(<https://customer.xfinity.com/help-and-support/internet/data-usage-find-area>). The fact that I work from home on a regular basis and stream all of my video content means I regularly go over 1TB worth of data per month without really trying. This kind of cap will greatly impact my quality of life by forcing me to travel into my office and fight traffic as well as having to limit the amount of items I stream for fear of going over the cap. I do not understand why they feel they are allowed to limit data like it is a precious resource that is running low when the data itself is limitless. On top of that I already pay for access and a set bandwidth that isn't consistent and varies greatly depending on the time of day so this is just another way for them to take more money for delivering a worse product. This needs to stop. The internet is as much of a human right these days as water, shelter, and food and has become more imperative to my life than the telephone since it is the main medium I use for my job. By having these kinds of restrictions Comcast is directly impacting how I live and no corporation should have that power. Comcast and other ISPs like them are trying to stifle the great power and knowledge that is readily available and that makes them fascists that need to be stopped.



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**Ticket: # 1239322 - Data Caps**

**Date:** 10/6/2016 10:17:00 PM

**City/State/Zip:** Lafayette, Indiana 47905

**Company Complaining About:** Comcast

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## **Description**

Comcast data Caps are useless money grabs that take advantage of a uncompetitive marketplace punishing the consumers. Their monopoly needs to be shut down. And I know this will be forwarded on to them. So, hey comcast. As soon as I get the chance this loyal customer that you've so badly burned will be leaving your completely terrible service and switching to a much better, much more customer oriented ISP. Your company is a joke and you should be ashamed of yourselves.

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**Ticket: # 1239331 - Data caps implemented in Twin Cities**

**Date:** 10/6/2016 10:20:15 PM

**City/State/Zip:** Saint Paul, Minnesota 55104

**Company Complaining About:** Comcast

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**Description**

Comcast is implementing a data cap in the Twin Cities metro area. Two issues here:

- 1) Data caps are anti-consumer. Internet is not a limited resource. This is a veiled scheme to draw out every dollar they can from cord-cutters. I'm not even a cord-cutter, yet I can see myself easily breaking this data cap through the few streaming services I use, the downloading/uploading I do for work, and the downloads for games.
- 2) This is changing the existing contract we had. I still have about a year remaining in my contract, which said absolutely nothing about data caps.

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**Ticket: # 1239332 - Comcast Rolling Out Data Caps To My Area****Date:** 10/6/2016 10:20:23 PM**City/State/Zip:** Corcoran, California 93212**Company Complaining About:** Comcast

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**Description**

I just learned that Comcast is rolling out with data caps in my area starting in November. Supposedly under the guise of fairness. But if I use 1 TB or 50 MB it has no adverse effect on their network (Unlike a cell phone company's wireless network). This cap is to stop people like myself from cutting the cord and corporate greed. With multiple family members streaming Netflix, Youtube, Amazon Prime, Hulu, mlb.tv, and playing and downloading video games on Xbox live our household easily pass 1 tb every month. With 4k streaming going over the data cap will happen faster for American households. This data cap will hamper new innovating services that are yet to be created. The FCC should do something about this.

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[Ticket: # 1239336 - Comcast implementation of Datacaps in Indiana](#)

**Date:** 10/6/2016 10:22:48 PM

**City/State/Zip:** Indianapolis, Indiana 46256

**Company Complaining About:** Comcast

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## **Description**

Data caps are a direct assault on the ideas of net neutrality. Comcast was effectively given a monopoly and has not upgraded their equipment using the billions of dollars they have earned because of their monopoly all while using public land and public easements on private property. They have spent more on fighting competition than upgrades and would like to now charge more to continue the same poor business plan. The data caps are designed to force users to watch their ad laden versions of the same content you can get from streaming services without ads. Please end this.

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[Ticket: # 1239340 - comcast implements data caps Houston](#)

**Date:** 10/6/2016 10:23:16 PM

**City/State/Zip:** Houston, Texas 77023

**Company Complaining About:** Comcast

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## **Description**

Hello,

Xfinity in my Houston area recently switched to data caps from a previous unlimited data internet plan. I am against this because it goes against Net Neutrality rules adopted by the FCC, and Comcast is using data caps to prevent competition to their media services. They are prioritizing their own internet traffic (cable tv) and not counting it towards your datacap.

Thank you

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**Ticket: # 1239344 - Comcast/Xfinity anti-Net Neutrality actions (Enforcement of 1TB data cap)**

**Date:** 10/6/2016 10:23:34 PM

**City/State/Zip:** Ada, Michigan 49301

**Company Complaining About:** Comcast

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## **Description**

The "Heartland" Region of Comcast/Xfinity just sent out an announcement of their intention to enforce their 1TB data cap per month. This also included penalties that will be incurred if a household goes over and also the option (for an additional \$50 fee) to "unlock" unlimited data.

Where to start really?

- Everyone under current contracts signed with the understanding that they were already signing for unlimited plans (much like cell carriers "unlimited data" that wasn't). People signed up for speed, not data total.
- This is a shady move to reduce their need to pay for improving infrastructure. Because people will be lowering their internet use to make sure they don't incur the penalty of running over, the old infrastructure Xfinity already has can be stretched further without having to upgrade.
- If a household used Xfinity's "Extreme Plus" (300Mbps) to the fullest, they would burn through 1TB in 27962.026666... seconds (or about 7.77 hours). That's less than one DAY. A single household could go more than 1TB THREE TIMES OVER in a SINGLE DAY.
- AND, if nothing else, this plan of theirs will cause people to be conscious of their data usage and reduce their use of services Xfinity is a direct competitor to (YouTube, Netflix, etc video streaming; Pandora, Google Music, etc music streaming, amongst others). This is anti-Net Neutrality. This is anti-Open Internet.

Please look into this, as Comcast is using their position as a monopoly to squeeze more money out of customers without improving their service at all.

Thank you.

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**Ticket: # 1239352 - Data Cap**

**Date:** 10/6/2016 10:25:10 PM

**City/State/Zip:** Colorado Springs, Colorado 80904

**Company Complaining About:** Comcast

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## **Description**

Sir/Ma'am,

I received an email from Comcast that states that I have a 1TB data cap. That makes no sense as there is no physical limits to internet traffic. I've been told that I will receive a fee if I exceed this cap. This is an additional fee that was never discussed in my contract. Additionally, this will limit internet freedom. 18 years ago I thought my 800MB hard drive was large. Today, that's one TV show. I believe that the institution of data caps on US networks when there is no technical limitation is a travesty and should be removed immediately.

Thank you,

(b) (6)

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[Ticket: # 1239412 - Data Caps](#)

**Date:** 10/6/2016 10:44:46 PM

**City/State/Zip:** Colorado Springs, Colorado 80918

**Company Complaining About:** Comcast

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## **Description**

Data caps serve no purpose in the modern world of technology. Comcast is capping data usage just to be able to charge more money on their customers. This is an unsafe and immoral policy and should be addressed and removed.



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**Ticket: # 1239368 - Data caps on fixed line broadband (Comcast)****Date:** 10/6/2016 10:33:08 PM**City/State/Zip:** Portland, Oregon 97233**Company Complaining About:** Comcast

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**Description**<https://dataplan.xfinity.com/faq/>

Comcast has been "testing" data limits for its fixed line broadband customers for some time with a 300GB limit. However, today Comcast announced a 1TB data plan that is going into effect on those existing beta test customers along with virtually all of its operating area. I am concerned that this is going to be a slippery slope that will allow the company to start tiered data plans once DOCSIS 3.1 launches next year. The DOCSIS 3.1 standard will allow users a max of 2Gb/s of downstream and up to 1Gb/s upstream bandwidth. So here is some math below:

Once Comcast launches gigabit service next year. A user could burn through their data plan in 2 Hours 26 Minutes 36.09 Seconds!!! Keep in mind that it's gotta stretch for a whole billing cycle.

On a popular speed package of 150b/s on DOCSIS 3.0 (now), a Comcast customer would chew through their data in 15 Hours 42 Minutes 39.24 Seconds!!! Again, that's less than a day.

Although the above is highly unlikely, it is no doubt going to be impacting to customers. What about home users that do daily backups to a server with several 10's of gigabytes every night. What about YouTubers or other content producers that upload massive video projects in 4K/HDR or VR(360) which can weigh in several gigs per minute. What about the entrepreneur that in order to save money from renting a server runs a small shop at home to support his or her income. What about photographers that when working in the professional field can upload single images weighing in the 100's of megabytes and need to do this daily. What about the people that work from home and use VPNs that can have large network overheads and need to upload large files and even run many video conference calls from home. What about the family who has everybody at the home binge watching from various streaming services that in part are successful because of the expectation of an unlimited downstream allowance. 4K and HDR content is only going to consume much more data once it goes mainstream and more consumers adopt 4K displays. What about the architect or industrial design engineer that has to download and upload massive 3D renderings that can weigh in the 10's of gigabytes or more. What about the software developer and or beta tester that has to download massive source libraries and uncompressed code to test software and where game applications can weigh in at over 10GB and that is just one SVN snapshot and that him or her is going to need the space to download the next revision. Finally, what about the homeowner or business owner that works from home do when he or she's got 16 1080P cameras hooked up to the cloud and set to record for his or her own safety or the safety of their children.

Net neutrality is supposed to keep "big data" honest. Data caps are not just a hassle for consumers, it hurts the free market. If an entrepreneur knows that the largest ISP in America institutes a hard data cap and that customers face up to \$200 in overages, they would want to think twice about offering certain online services (they can fork over \$50 for unlimited, but the average consumer is not going to want to do that.) Cable rates are already getting hiked up through the roof. If we expected every

Comcast subscriber to fork up the \$50 cash for a service that used to be built in from the onset, we would need to account for a rate increase that would be massively disproportionate from inflation. No to mention, Comcast is not even kind enough to auto add the unlimited plan for one month and instead insists on charging overages way in excess (At least changes you policies to account for this so customers do not have to pay for overages in excess of the unlimited plan). And, no, don't auto enroll customers either; make it a one time upgrade for the billing cycle that is in overage. In addition, Comcast states that this will only impact less than 1% of customers--then if that's the case; why even bother. When you sign up for Comcast services, they have a clause where services can be shut down for account abuse. Why leave it for them to decide an arbitrary limit. In order for the free market to grow and prosper, we need an environment that fosters equal opportunity. As the world gets ever more connected and as both downstream and upstream demands rise and as the things in the world get connected to the internet--we need net neutrality to even the playing field for everybody from the little guy to big data.

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**Ticket: # 1239371 - Comcast Data Caps**

**Date:** 10/6/2016 10:33:25 PM

**City/State/Zip:** Houston, Texas 77092

**Company Complaining About:** Comcast

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### **Description**

Comcast has just recently and arbitrarily enabled a 1 TB monthly data cap on my account here in Houston. They are attempting to extort me and other subscribers for extra money for the same service due to online streaming.

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**Ticket: # 1239378 - Comcast Data Caps****Date:** 10/6/2016 10:35:13 PM**City/State/Zip:** Colorado Springs, Colorado 80920**Company Complaining About:** Comcast

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**Description**

Comcast has recently notified its customers in most markets that it will be imposing a 1 TB data cap on monthly internet usage. Given that Comcast is a major cable company, they face direct competition in other parts of their business from internet-based entertainment, and so a data cap is anticompetitive. Also, given that congestion has never been shown to be alleviated by monthly caps, this move can only be seen as a money grab as cable subscriber rates fall. Further, Comcast will almost certainly (if they are not currently) create subpar services to "compete" with Netflix and Amazon and exempt them from these same data caps. While 1TB may sound like a lot of data per month, the rise of 4K streaming will lead to increased demand for bandwidth. Please investigate Comcast's current data caps and work to make regulation preventing them from abusing their monopoly position in most major. It is suspect that in the markets where they face stiff competition from other high speed internet providers, no data caps are being implemented. If I could vote with my wallet and choose comparable service from another company, I would, but Comcast is currently my only option.

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[Ticket: # 1239381 - Data Cap](#)

**Date:** 10/6/2016 10:35:49 PM

**City/State/Zip:** Oakland, California 94611

**Company Complaining About:** Comcast

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## **Description**

Comcast has just informed me that I will have an additional 1 TB data cap on my unlimited internet plan which is against my agreement where I currently pay for 250 Mbit/s internet should be up to 81 TB a month if I downloaded non-stop.

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**Ticket: # 1239405 - Internet Data Caps**

**Date:** 10/6/2016 10:42:17 PM

**City/State/Zip:** Minneapolis, Minnesota 55418

**Company Complaining About:** Comcast

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## **Description**

Comcast will be enforcing a 1TB data cap in Minnesota starting November 1st. This is unacceptable. Not only is this against the spirit of Net Neutrality, but it is unfeasible for future data needs. Homes streaming 4K video will be at a distinct disadvantage, and that will be the norm in the distant future. Please make the practice of data caps unenforceable or illegal. Thank you.

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**Ticket: # 1239409 - Comcast Internet Data Caps in CALIFORNIA****Date:** 10/6/2016 10:44:22 PM**City/State/Zip:** Richmond, California 94805**Company Complaining About:** Comcast

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**Description**

I am writing to complain about Comcast Internet Data Caps in California. Comcast has always been one of the worst utility companies that I've ever dealt with, and now they show their unadulterated greed yet again with data caps on their Internet service.

Data caps not only stifle innovation and small business growth, but are also unfair to consumers because it limits their choice as to where they choose to purchase media. The best example here is whether you get cable television through Comcast, or if you subscribe to a streaming service. Data caps are Comcasts way of killing off the competition so you are forced to purchase their television media packages.

As our government representative, I implore you to stand up for our consumer rights, and put a stop to this practice by enforcing Net Neutrality, and requiring Comcast end the greedy practice of data caps.

Thank you!

**(b) (6)**

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[Ticket: # 1239415 - Comcast data cap](#)

**Date:** 10/6/2016 10:45:38 PM

**City/State/Zip:** Livermore, California 94551

**Company Complaining About:** Comcast

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## **Description**

Comcast is attempting to apply a data cap on users.

This is not okay. I am fortunate to be able to switch to a better provider but I am filling this on behalf of every user who can't switch.



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[Ticket: # 1239431 - Data caps](#)

**Date:** 10/6/2016 10:50:39 PM

**City/State/Zip:** Oak Park, Michigan 48237

**Company Complaining About:** Comcast

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## **Description**

Comcast has contacted me regarding an upcoming 1TB cap per month on all data, and are imposing a fee for overages. Data caps are in direct violation of net neutrality laws. I am unable to switch to another provider because Comcast has a monopoly in the area and my household is not serviceable by a competitor. If I could change providers I would. Instead I am filing a formal complaint. I do not agree to pay any charges for data overages as these caps are illegal.

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**Ticket: # 1239423 - Data caps**

**Date:** 10/6/2016 10:48:13 PM

**City/State/Zip:** Portland, Oregon 97266

**Company Complaining About:** Comcast

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## **Description**

Regrettably, I just signed a contract with Comcast. They will be putting datacaps on usage in my area next month. This is not what I agreed to. These hokum business practices have got to stop. Data caps are a lie. I pay them for providing bandwidth, a pipe of a certain size, so to speak. Their job is to provide for that pipe, not charge me for the water they don't supply.

<https://www.engadget.com/2016/10/06/comcasts-1tb-data-caps-start-to-roll-out-nationwide/>

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**Ticket: # 1248640 - Comcast 1 Terrabyte Data Cap**

**Date:** 10/8/2016 6:00:25 PM

**City/State/Zip:** Grand Rapids, Michigan 49505

**Company Complaining About:** Comcast

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## **Description**

I am a resident currently affected and very unhappy about Comcast's new data cap plan they forced upon my home and my community. Data plan is not about fairness, it is not about congestion, it is a way for Comcast to pad their profits.

Let's talk about fairness; Comcast claims they are charging data like how any other utility charges for water, electricity, and gas. However, once the infrastructures are put in place, sending and receiving data costs almost nothing to them. They are already charging enough to post record profits last year.

Now, let's talk about congestion, data caps have nothing to do with network congestion, as was evident when Comcast accidentally leaked an internal memo confirming so.

Increase in profits is the only reason left, and while a business has every right to make as much money as they can, Comcast, being a monopoly in many areas, should be held to a different standard. There is no competition, nowhere to turn. With the increase in high data-utilization applications such as 4K streaming and more Internet connected devices in our homes, this data cap is just an unfair way to get in on the money without actually innovating.

1 TB is fine actually, but what about in 5 years? in 10? 1TB may be generous now, but if they get us used to the idea that data caps are the norm, that's when we lose. We need to be outraged and never accept this as how it is.

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[Ticket: # 1239429 - Data cap implemented while under contract](#)

**Date:** 10/6/2016 10:50:16 PM

**City/State/Zip:** Arvada, Colorado 80003

**Company Complaining About:** Comcast

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### **Description**

Comcast sent me an email that effective november 1st my internet will have a data cap of 1TB with additional charges for going over up to 200\$.

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[Ticket: # 1239446 - Comcast changing my contract.](#)

**Date:** 10/6/2016 10:54:25 PM

**City/State/Zip:** Portland, Oregon 97213

**Company Complaining About:** Comcast

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## **Description**

Three months ago, I signed up for Comcast's home internet service. I have just been informed that they will now begin enforcing a data cap that can result in charges up to \$200 extra per month. I have never once been told that there was a limit or cap on my home internet use. I am a student and my wife is a teacher. We both use our home internet extensively and these extra fees have the potential to be incredible straining on us financially. Had I have known about the data cap, I would have never signed the contract. But now, we are locked in until July 2017.

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[Ticket: # 1239535 - Comcast Data Caps](#)

**Date:** 10/6/2016 11:18:28 PM

**City/State/Zip:** Mcdonald, Pennsylvania 15057

**Company Complaining About:** Comcast

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## **Description**

Comcast's data caps are a power play to keep their monopoly strong. It's been proven many times over that data caps exist to restrict the consumer, and that there is negligible difference between providing 10gb of data or 100. Data isn't a non renewable resource, and shouldn't be restricted like water in a drought. Thank you.

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[Ticket: # 1239470 - Imposed data caps](#)

**Date:** 10/6/2016 11:00:39 PM

**City/State/Zip:** Dickinson, Texas 77539

**Company Complaining About:** Comcast

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## **Description**

Comcast sent an email today stating that they are enforcing a data cap on my previously unlimited internet and requires extra money to provide the expected service. I use my internet to stream and download to multiple devices and average over the data cap each month. This is not right and unfair because Comcast is the only broadband provider for my address. The only plan Comcast offers without data caps is not available at my address.

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**Ticket: # 1239508 - Comcast Datacaps Infringing on Rules**

**Date:** 10/6/2016 11:11:43 PM

**City/State/Zip:** Houston, Texas 77047

**Company Complaining About:** Comcast

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**Description**

I have received notice of a 1TB datacap on my account. This appears to be a violation of Net Neutrality rules adopted by the FCC, as Comcast is using data caps to prevent competition to their media services. They are prioritizing their own internet traffic (cable tv) and not counting it towards my datacap. I feel that Comcast is trying to take advantage of customers including myself with this datacap. Thank you for your time.

(b)



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[Ticket: # 1239464 - Data caps](#)

**Date:** 10/6/2016 10:58:09 PM

**City/State/Zip:** Vacaville, California 95687

**Company Complaining About:** Comcast

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## **Description**

We use PlayStation Vue, Netflix, Amazon etc... Comcast adding data caps make using anything but their cable TV service unviable. It's anti consumer and anti competition. There are no alternatives for similar service. ATTs service is here, but speeds so low it's like saying Ford is competing with Mercedes. There are no other options for high speed internet in the area, and Comcast are using their control over the pipes to compete unfairly with Netflix, vie, Amazon, etc...

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**Ticket: # 1239473 - Comcast Implementation of Internet Data Caps Nationwide**

**Date:** 10/6/2016 11:02:06 PM

**City/State/Zip:** Redmond, Washington 98052

**Company Complaining About:** Comcast

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**Description**

Comcast is implementing nationwide data caps on their cable internet plans again, retrying after backtracking a while ago. While the 1TB limit seems like a large number, in age of 4k video, physical-media-less consoles, and other data intensive applications, this isn't that much.

In my location Comcast is the only provider of modern broadband speeds, and it seems like they're abusing their monopoly position with this move.

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**Ticket: # 1239474 - Comcast Introduction of Data Caps in the Denver Metro Area**

**Date:** 10/6/2016 11:02:32 PM

**City/State/Zip:** Westminster, Colorado 80021

**Company Complaining About:** Comcast

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## **Description**

I received an email this afternoon from Comcast informing me of a service change that would cap my data usage at 1TB a month. I would be subject to overage charges if I go over this.

I am extremely concerned about this new policy, as there is only one other internet service provider in my area, which is a DSL provider. There are no other cable internet providers. We have the DSL provider before and they were more expensive and had frequent outages. Comcast has been a very reliable with decent speeds.

This seems to be a move towards some sort of tiered pricing structure similar to how cellular providers price their services. While I am not a huge fan of this structure, there is at least a choice in provider in my area. Since comcast has a monopoly on cable internet in Denver, there is no option to receive fast internet.

Putting aside the lack of choice, this is the part of the email that I have the biggest issue with:

"Our data plans are based on a principle of fairness. Those who use more Internet data, pay more. And those who use less Internet data, pay less."

This statement in theory sounds fantastic. As a household that does not even use 1/5th of the data cap, paying less would be a good deal. However, my bill will not change at all. In fact, im certain that in a month or so it will bump up \$5-10 like it usually does for no reason other than a "rate change".

If comcast wants to be "fair" then they should be giving people that dont go over 1TB a month in data some of our money back each month. Otherwise, this is just the beginning of a way to charge consumers premiums to access certain web sites.

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**Ticket: # 1239482 - Comcast Data Cap**

**Date:** 10/6/2016 11:05:30 PM

**City/State/Zip:** Ypsilanti, Michigan 48198

**Company Complaining About:** Comcast

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## **Description**

Comcast has just announced that they will be adding a data cap to the internet service that I currently have through them. Seeing that they are the only provider available in my area, I see this as a threat to open internet and net neutrality. Streaming services like netflix consume large amounts of data, and this will ultimately lead to comcast monopolizing the way that I can access information. The data cap is not being added because Comcast cannot support an increase in demand for more data, it is purely a move to secure more revenue and limit the already decreasing options that consumers have. Please take this seriously, it is something I care deeply about.

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**Ticket: # 1239487 - Comcast Data Caps**

**Date:** 10/6/2016 11:07:08 PM

**City/State/Zip:** Spokane, Washington 99217

**Company Complaining About:** Comcast

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## **Description**

Comcast recently announced it will be implementing data caps in my area. This is a clear violation of net neutrality principals targeted at people who stream video from competitors rather than purchasing television service from Comcast. Comcast is abusing its monopoly position to extort more money from its customers. In the neighboring county, Pend Oreille county, customers in rural and urban areas have a choice of providers due to the existence of a wholesale fiber provider and therefore have cheaper and faster internet options. Comcast has shown repeatedly that it can offer better service when competition is present, which is even more evidence that this latest change is purely an abuse of its monopolistic position in the market.

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[Ticket: # 1239496 - Comcast imposing Data Caps that were not revealed when getting me to sign a new contract.](#)

**Date:** 10/6/2016 11:08:13 PM

**City/State/Zip:** Burien, Washington 98168

**Company Complaining About:** Comcast

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## **Description**

Comcast is beginning to impose new data caps that they did not reveal to me when they convinced me to verbally agree to a new two year contract two months ago.

If I were to cancel their service they would impose a fee, even though they are changing what they offer me. It isn't right.

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[Ticket: # 1239505 - Data caps and a local monopoly](#)

**Date:** 10/6/2016 11:11:19 PM

**City/State/Zip:** St. Paul, Minnesota 55104

**Company Complaining About:** Comcast

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## **Description**

Comcast is the only internet provider for my area that meets the 25mbps broadband standard. I just received an email from them saying that they will start enforcing a data cap on my service starting at the first of the month. In contrast to this, there is a neighborhood only 15 minutes away from me with up to 10gbps fiber with no data caps to speak of. If this other ISP, just a few minutes away, can provide faster and unrestricted internet, why can't Comcast? In addition to this, this nearby neighborhood has two other ISPs. There is actually competition. Comcast holds a monopoly in my neighborhood and is abusing the fact that I have no other options for broadband providers. This is a cash grab. They are charging outlandish prices for a crippled, data capped service, that I have no choice but to pay.

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**Ticket: # 1239511 - Comcast data cap**

**Date:** 10/6/2016 11:12:42 PM

**City/State/Zip:** Saint Paul, Minnesota 55117

**Company Complaining About:** Comcast

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## **Description**

In my area, there is no other reasonable broadband option other than Comcast. They have announced that they are implementing a 1TB data cap on November 1.

This is unreasonable. Comcast cannot demonstrate that charging \$10 per GB over 1TB of data has any effect whatsoever on congestion or network usability. It is purely a method for squeezing more money out of their customers who have no other option for fast internet. Data is not a limited resource. There is no valid reason for limiting a consumer's data consumption.

With online gaming, cloud data storage, and HD/4K video streaming, a 1TB data cap is going to be quickly used in a family household. Please block ISP data caps.



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[Ticket: # 1239518 - Comcast data caps](#)

**Date:** 10/6/2016 11:13:55 PM

**City/State/Zip:** Portland, Oregon 97217

**Company Complaining About:** Comcast

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## **Description**

The Internet should be a human right not a way to monopolize and exploit money out of every person poor or rich. Comcast data caps should be illegal along with there monopoly on Internet services.

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[Ticket: # 1239624 - Comcast in Portland, Oregon is putting a monthly data cap](#)

**Date:** 10/6/2016 11:40:49 PM

**City/State/Zip:** Portland, Oregon 97232

**Company Complaining About:** Comcast

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## **Description**

I never signed up for a service from Comcast where I agreed that a 1TB monthly data cap was going to be enforced. As a consumer I have no other option other than Comcast given my location/situation for my internet services, which in 2016 is practically vital or life/business.

How is this legal that a giant monopoly like Comcast can just enforce rules like this? They're obviously trying to gouge everyone for even more money. Can the FCC do anything to protect us consumers?

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[Ticket: # 1239551 - Poor service](#)

**Date:** 10/6/2016 11:23:16 PM

**City/State/Zip:** Jensen Beach, Florida 34957

**Company Complaining About:** Comcast

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### **Description**

I'm paying for Comcast service and they are breaching the contract by putting a data cap on my service. This is unacceptable and should be illegal.

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[Ticket: # 1239561 - Xfinity Data Caps](#)

**Date:** 10/6/2016 11:25:20 PM

**City/State/Zip:** Houston, Texas 77070

**Company Complaining About:** Comcast

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### **Description**

I spend \$120 for xfinity internet for my family of 5... no data caps. Xfinity implements data caps and offers unlimited bandwidth for an additional \$50. Can you guys please represent the consumer and stop this greed please?

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[Ticket: # 1239562 - comcast data cap](#)

**Date:** 10/6/2016 11:25:20 PM

**City/State/Zip:** Anoka, Minnesota 55303

**Company Complaining About:** Comcast

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## **Description**

Comcast is trying to issue a data cap. data caps are anti-competitive to online streaming video services, they are also a violation of net neutrality.

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**Ticket: # 1239616 - Comcast Implementation of 1TB Data Usage Limit**

**Date:** 10/6/2016 11:37:00 PM

**City/State/Zip:** Houston, Texas 77007

**Company Complaining About:** Comcast

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### **Description**

Comcast has now imposed on me a 1TB data cap on internet plans and charge an obscene amount for overage. It is not fair given the amount of preferential treatment they get from tax dollars to impose this on consumers. This is an obvious attempt at clawing back profits from the internet streaming TV services when their own TV service provides too little for too much. Regardless of whether my current usage will add costs under this plan, it is not acceptable to be putting in this restriction without adequate cause. They are a freaking monopoly for christs sake.

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[Ticket: # 1239617 - Data Cap](#)

**Date:** 10/6/2016 11:37:04 PM

**City/State/Zip:** Katy, Texas 77449

**Company Complaining About:** Comcast

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## **Description**

Xfinity is going to implement a data cap of 1tb a month. This is an unfair monopoly on there service my area.

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[Ticket: # 1239626 - Data capture implemented without notice](#)

**Date:** 10/6/2016 11:41:37 PM

**City/State/Zip:** Crown Point, Indiana 46307

**Company Complaining About:** Comcast

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## **Description**

Out of nowhere I see a 1TB data cap on my unlimited Internet account. I was not notified about this and data caps are nothing but a cash grab from companies who know you don't have any other options. Regulate ISPs into a utility as they have a conflict of interest of their own TV offerings.



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**Ticket: # 1239585 - Complaint against Comcast Communications**

**Date:** 10/6/2016 11:29:49 PM

**City/State/Zip:** Deer Park, Texas 77536

**Company Complaining About:** Comcast

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**Description**

Hello, I'll keep this short and simple.

I'm a hard worker tax payer and I do my best to take care of my family and provide a service to my family. The internet is an essential tool for everyday life at this point and the recent notification that Comcast is now enforcing a data cap per month on a service I have been apart of for over 10 years and increasing my rates without my knowledge as well as forcing me to make ends meet somehow to continue paying for the service is absolutely ridiculous.

How exactly are constantly complaints against a company who is doing extremely shady practices and enforcing such ridiculous things on its customers allowed or right? This is absolutely not right at all.

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[Ticket: # 1239610 - Comcast data limit cap](#)

**Date:** 10/6/2016 11:35:31 PM

**City/State/Zip:** Highlands Ranch, Colorado 80129

**Company Complaining About:** Comcast

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## **Description**

Comcast has added internet caps to service, I'm in a 2 year contract. When I signed the agreement, no cap was in place, now I'm subject to a data cap. This is a violation of my contract and net neutrality. Limiting the internet.

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**Ticket: # 1239591 - Data caps Comcast**

**Date:** 10/6/2016 11:30:11 PM

**City/State/Zip:** Katy, Texas 77493

**Company Complaining About:** Comcast

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## **Description**

Houston on Novemeber 1 2016 will have data caps implemented. I find that this is a violation of net neutrality as they prioritize their Xfinity services as not counting against the data cap. I use on avg 800gb per month using Netflix, Xbox, Gaming, Business and many other services.

Comcast is my only choice for high speed internet access due to their monopoly in the area.

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**Ticket: # 1239609 - Comcast Xfinity Houston Data Cap on Home Internet**

**Date:** 10/6/2016 11:35:16 PM

**City/State/Zip:** League City, Texas 77573

**Company Complaining About:** Comcast

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### **Description**

Comcast has just announced a data cap on home internet of 1TB for consumers. This has been moved from unlimited. This is limiting consumers information and puts a burden on online retail and consumerism, further declining the American economy.

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**Ticket: # 1239612 - Comcast instituting data caps and calculator is inaccurate**

**Date:** 10/6/2016 11:35:50 PM

**City/State/Zip:** St Paul, Minnesota 55104

**Company Complaining About:** Comcast

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## **Description**

would have never signed a 1yr contract with comcast had i known data caps would be coming to my region. Comcast's calculator shows I used just shy of 557GB for the month of September, but my router only shows 501GB were transferred during this period. At this rate, if my router says i hit 1TB, comcast would say I'm over 100+GB over my limit resulting in a \$30 charge, when there should be none. 1 week into the current billing period, there is a 20GB discrepancy between my hardware and theirs. (see attached screenshots) I believe the calculations they are using to charge people by are inaccurate, and the way they calculate data usage may end up costing customers money that shouldn't be charged on overage fees. This is an attempt to get more money from cord cutters. I cut cable TV and stream exclusively using Netflix, Amazon Prime, Playstation Vue and feel this is just a way for Comcast to milk money from customers who don't wish to pay cable, or to get people to pay for cable so they don't get charged internet overage fees. Are we living in the 90's again? As a result, I am planning on switching to a slower service to avoid this kind of nonsense. If there was more competition in this market, this wouldn't be an issue.

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[Ticket: # 1239629 - Internet cap.](#)

**Date:** 10/6/2016 11:45:10 PM

**City/State/Zip:** Clinton Township, Michigan 48035

**Company Complaining About:** Comcast

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## **Description**

Comcast has taken it upon themselves to add a 1 terabyte data cap to my service. I am an outlier and use 4T a month easily. It seems as just a way to gouge my pockets for money.

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[Ticket: # 1239637 - Data Limits](#)

**Date:** 10/6/2016 11:47:51 PM

**City/State/Zip:** Bloomington, Minnesota 55437

**Company Complaining About:** Comcast

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## **Description**

ISP is implementing data caps and this is not the service for which I signed up. I have no alternatives and this is clearly in violation of business practices resembling a monopoly and against net neutrality. They are free to raise prices and as they claim, customers who use less should pay less but that is certainly not the case here. Internet should be a utility!

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[Ticket: # 1239644 - Comcast's unfair data caps](#)

**Date:** 10/6/2016 11:52:01 PM

**City/State/Zip:** Stow, Ohio 44224

**Company Complaining About:** Time Warner

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## **Description**

Comcast's use of data caps are nothing more than a greedy cash grab. It puts an unfair shackle on the innovation of others. Capping an important resource like data does nobody any good. Data in any sense is not limited like electricity and water are, yet we aren't capped on those resources.



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**Ticket: # 1239652 - Comcast data caps**

**Date:** 10/6/2016 11:56:32 PM

**City/State/Zip:** Vancouver, Washington 98662

**Company Complaining About:** Comcast

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## **Description**

I signed up for Comcast internet and asked about data caps. I specifically was told at the time there wouldn't be data caps, nor was there any on the horizon.

Yet, here we are less than a month later, and I'm reading about Comcast implementing data caps:

<https://dataplan.xfinity.com/faq/>

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**Ticket: # 1239672 - Data Caps**

**Date:** 10/7/2016 12:06:47 AM

**City/State/Zip:** Damascus, Oregon 97089

**Company Complaining About:** Comcast

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## **Description**

In a world and economy so dependent on the internet, implementing data caps on services that have not required them, and do not require them on the technological side of the business, merely to increase profits at the cost of already strained customers and businesses, when there are no other options do to monopoly like structures in most of the country, is abhorrent not only to the American way, but damaging to the local, state, federal, and even global economies.

Implementations of data caps in the current age is almost assuredly a lead into preferred service/data free applications that are directly against the good will of Net Neutrality and do nothing but fill the pockets of Comcast and their stockholders, further stagnating the economy.

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[Ticket: # 1239683 - Comcast Data Caps](#)

**Date:** 10/7/2016 12:08:55 AM

**City/State/Zip:** Adrian, Michigan 49221

**Company Complaining About:** Comcast

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### **Description**

Comcast is enacting unfair data caps over their customers. Is making streaming services noncompetitive because they have monopolies over the area.

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[Ticket: # 1239688 - Comcast data cap](#)

**Date:** 10/7/2016 12:10:27 AM

**City/State/Zip:** Collierville, Tennessee 38017

**Company Complaining About:** Comcast

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## **Description**

I feel that the data caps comcast are rolling out are unnecessary and simply to increase profits because they are losing tv service subscribers. These practices will ultimately hinder the internet and ruin everything it has worked to achieve

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[Ticket: # 1239701 - Data Caps](#)

**Date:** 10/7/2016 12:16:41 AM

**City/State/Zip:** Burien, Washington 98166

**Company Complaining About:** Comcast

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### **Description**

Comcast is introducing data caps for home internet simply because they have a monopoly.

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[Ticket: # 1239774 - Comcast data cap](#)

**Date:** 10/7/2016 12:46:36 AM

**City/State/Zip:** Grandville, Michigan 49418

**Company Complaining About:** Comcast

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## **Description**

When I signed up with comcast I was never told about the data cap that they still be imposing on me. I spoke to other internet providers in my area and was told comcast is the only company who services my apartment complex. I want to switch providers and am unable to.

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**Ticket: # 1239715 - Upcoming Comcast data caps in Santa Fe, NM**

**Date:** 10/7/2016 12:24:26 AM

**City/State/Zip:** Santa Fe, New Mexico 87501

**Company Complaining About:** Comcast

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## **Description**

I just received an email from comcast announcing that my area will soon be subject to data cap penalties. I feel that this is a policy that is used to generate revenue for the company rather than improve their network infrastructure. My understanding of how it works based off of other customers first hand experience is that it is a system that is heavily weighted in the favor of the company and frequently charges customers erroneously. They plan to offer an unlimited usage plan for an additional \$50 a month making this seem like a revenue generating plan versus a plan to reduce network traffic.

I found an article from TheVerge.com (<http://www.theverge.com/smart-home/2015/11/7/9687976/comcast-data-caps-are-not-about-fixing-network-congestion>) that seems to indicate that comcast internally acknowledges that data caps aren't about fixing network congestion. In the santa fe area, comcast recently started offering multi gig internet service. Data caps would be all the more detrimental on a higher speed connection.

Help me FCC! This is a terrible plan and will only hurt people who already live on a stretched budget: Students, Seniors, and people who don't have endlessly deep pockets for a business account.

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[Ticket: # 1240314 - Data Caps](#)

**Date:** 10/7/2016 8:17:45 AM

**City/State/Zip:** Anderson, Indiana 46012

**Company Complaining About:** Comcast

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### **Description**

The FCC needs to step in and put a stop to the data cap pay wall that is crushing the internet in the US. In Europe they have much faster internet for less money and it is totally unlimited!!!!!!!!!!!!



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[Ticket: # 1239724 - Comcast - Colorado Springs, CO data caps](#)

**Date:** 10/7/2016 12:26:04 AM

**City/State/Zip:** Colorado Springs, Colorado 80907

**Company Complaining About:** Comcast

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## **Description**

Comcast in Colorado Springs, Colorado has instituted a 1Gb per month data cap in my area. As a teleworker, this creates huge issues for me, as I use significantly more data than the average user in a home office context. I'd like to lodge a formal complaint.

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[Ticket: # 1239725 - Comcast Data Caps](#)

**Date:** 10/7/2016 12:26:52 AM

**City/State/Zip:** Linwood, New Jersey 08221

**Company Complaining About:** Comcast

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### **Description**

The data caps and tiered internet Comcast is starting to roll out across the country are anti-consumer and a blatant money grab. Please stop them.

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[Ticket: # 1239735 - Comcast data caps -- Nov 1st](#)

**Date:** 10/7/2016 12:30:09 AM

**City/State/Zip:** Seattle, Washington 98105

**Company Complaining About:** Comcast

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## **Description**

On Nov 1st, Comcast will roll out its new 1TB data caps in my state of Washington. I am already charged (a lot) for different tiers of internet speed that are slower than what other developed nations have, now I have data caps to contend with as well. This is incredibly unfair and I want this to be changed, please.

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**Ticket: # 1239737 - Comcast Circumvention of FCC Rules****Date:** 10/7/2016 12:30:49 AM**City/State/Zip:** Houston, Texas 77008**Company Complaining About:** Comcast

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**Description**

I received notification today from Comcast that I would now be billed for bandwidth usage that they have determined to be excessive and charged up to \$250 per month in penalties. Due to my work, it is important that I have a stable connection and took them almost a year to finally fix the underlying issue to actually deliver what I had paid for for almost 2 years. I was paying for 55 mbps and could not anything above 16 mbps. I am able to now receive the the 80mbps I pay for but am faced with fines that say they will only effect "1%" of users. Even still, I have experienced multiple, unplanned, unannounced outages that were incredibly inconvenient and I see this "announcement" will just pave the way for higher prices with no improvement in services. I fully believe this is a circumvention of the spirit, if not the letter of the FCC definition of Net Neutrality. For years, I paid them to provide a service which was routinely not what was promised. With that said, I am currently content with the services they provide after years of tug-a-war...this seems like a way they have surmised to charge consumers more and use these data caps to prevent competition to their MEDIA services. It does nothing to provide more availability to under-served groups in the US. I fully believe that broadband in the USA would benefit from a robust market with lots of choices for consumers but the utter lack of infrastructure improvement leads me to believe they need to be regulated like a UTILITY. I wholeheartedly applaud the stance that the FCC has taken on the issue (THANK YOU) and hope this issue gets a fair examination using facts...(ie - where has all the "infrastructure" money they were given gone to? or How is this supposed to help increase access to technology for low income families?)

Sincerely,

(b) (6)

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**Ticket: # 1239748 - Comcast data caps**

**Date:** 10/7/2016 12:35:38 AM

**City/State/Zip:** Anoka, Minnesota 55303

**Company Complaining About:** Comcast

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## **Description**

Comcast just sent an email stating they were rolling out new data caps for users. This is a step in the wrong direction. I will not continue service with this company if they continue data caps. It is bad enough people are limited on their phones and have to be constantly worried about data, now it will be the same at home. This is absurd and should not be tolerated.

As others have eloquently stated:

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

<https://www.engadget.com/2016/10/06/comcasts-1tb-data-caps-start-to-roll-out-nationwide/>

It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

America is already behind most of the other major countries in the world in terms of our access to the internet in both pricing and speeds, and this tactic is absolutely not going to help.

Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

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[Ticket: # 1239801 - 1 terabyte data cap](#)

**Date:** 10/7/2016 12:57:59 AM

**City/State/Zip:** Grandville, Michigan 49418

**Company Complaining About:** Comcast

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## **Description**

Comcast is our internet provider, they never informed me of the 1 terabyte data cap until now just a few weeks prior to the implementation. This was never discussed months back when we signed the contract with comcast. The fees are also ridiculous!

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**Ticket: # 1239754 - Data Cap**

**Date:** 10/7/2016 12:37:26 AM

**City/State/Zip:** Houston, Texas 77009

**Company Complaining About:** Comcast

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## **Description**

I saw several news articles about new 300 gig per month data caps in certain markets with my neighborhood being the latest to be hit with a data usage cap (1tb in my case, only a matter of time before it is further reduced as a "package/upcharge" like the less fortunate 300gb capped areas). We are all aware of the extortion comcast pulled against Netflix peering, and this latest move further limits users from enjoying HD online content. Mathematically if you just watch HD content online and use your Internet for nothing else you get about 3.5 hours a day of content before you go over the cap (300gb). We all know we use Internet for more than just viewing HD videos which brings our usage down even more. This is nothing but a play by comcast to limits users experience and force their hands to either subscribing to their TV service or paying more for service they currently receive. By the same token they should provide refunds for people they don't hit 300 gigs per month (1tb in my case), but we don't see that happening. It's shameful that users do not have adequate broadband choices and are locked into poor companies like comcast. FCC it is your job to protect the end user and now is the time for action. This data caps has no impact on existing infrastructure, it's just to increase profits at comcast. Please do something to stop this.

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**Ticket: # 1239759 - Comcast data limit implementations****Date:** 10/7/2016 12:40:16 AM**City/State/Zip:** Silt, Colorado 81652**Company Complaining About:** Comcast

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**Description**

It is entirely wrong and solely out of greed that Comcast is implementing 1 tb data caps on their customers. It has been proven time and time again that this isn't about improving performance this is about money. So much so that comcast even lies and charges people for using data when they didn't go over their limit. They are criminals and liars and you people at the FCC are scum bags for allowing this shit go on for years. What the fuck do you do all day masturbate? Because you are clearly NOT DOING WHAT YOU GET PAID TO DO AND HERE IS A FUCKING NEWSFLASH MY TAXES PAY FOR YOUR JOB SO GET OFF YOUR LAZY FUCKING ASS AND DO IT. THERE IS NO FUCKING REASON THAT A MONOPOLY LIKE COMCAST SHOULD EVEN EXIST. YOU ARE PATHETIC USELESS SCUMBAGS WHO HAVE DONE A DISSERVICE TO THE AMERICAN PEOPLE. KILL COMCAST OR KILL YOURSELF. COMCAST IS AN ILLEGAL MONOPLY. AND IF YOU FUCKING COCKSUCKERS DO NOT START DOING YOUR JOB YOU SHOULD GO TO THE LIBRARY AND READ A FUCKING HISTORY BOOK BECAUSE WHEN HISTORY REPEATS ITS SELF COCK SUCKING FAGGOTS LIKE YOU WHO BETRAYED THE PEOPLE WILL PAY. COMCAST IS AN ILLEGAL MONOPOLY AND THEY ARE VIOLATING NET NEUTRALITY. IT IS YOUR JOB TO REGULATE THE INTERNET. DO YOUR FUCKING JOB YOU LAZY FUCKING PRICKS BECAUSE THERE IS ABSOLUTELY NO REASON COMCAST SHOULD EVEN BE IN THIS POSITION.



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[Ticket: # 1239785 - Data Caps](#)

**Date:** 10/7/2016 12:50:46 AM

**City/State/Zip:** Eden Prairie, Minnesota 55344

**Company Complaining About:** Comcast

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### **Description**

The data caps are restricting my choice of media, now I have to pay more to access the media I normally accessed before because I'm capped

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[Ticket: # 1239775 - Comcast Xfinity data caps](#)

**Date:** 10/7/2016 12:46:58 AM

**City/State/Zip:** Kenmore, Washington 98028

**Company Complaining About:** Comcast

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## **Description**

I'm in Washington state, and Comcast is planning on rolling out their 1TB data caps in my area starting November 1st. Data caps stifle innovation and cost more money (\$50 extra for no cap) without any benefit to the end user.

If this were anything else, I'd simply switch providers and be done. Unfortunately due to government-backed monopolies, the only broadband provider (as defined by Congress, 25Mbps down, 3Mbps up) in my area is Comcast.

Please prevent Comcast from deploying data caps.

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**Ticket: # 1239761 - Comcast data cap**

**Date:** 10/7/2016 12:41:38 AM

**City/State/Zip:** Lake Stevens, Washington 98258

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

I am filing a complaint against Comcast for implementing a data cap in my service area. These days more and more devices are using the internet and using data related products. There are even "always connected" apps that will not function without internet. There are many cloud services, and web backups that data is used so quickly, the caps are just another way for Comcast to gouge me with their already high prices due to a lack of competition in my area. I do not have a good viable alternative to Comcast, and so i must pay almost \$100 a month for ONLY internet, and have it be capped in a house full of avid technology users, gamers, movie streamers, and school-age children who use the internet for email, research, and video conferencing. On top of that, I work remotely for my company, so all of my work emails (and i get 700+ emails per day) will just add to this cap. Not only could this cost me more money, but it could also potentially put my job at risk, endangering the well-being of my family. This should not be allowed.

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[Ticket: # 1241824 - Comcast data cap in Indianapolis](#)

**Date:** 10/7/2016 12:39:47 PM

**City/State/Zip:** Indianapolis, Indiana 46228

**Company Complaining About:** Comcast

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### **Description**

Comcast data cap is absurd. They are punishing cord cutters for other alternatives such as Netflix, Amazon Prime, and many others.

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[Ticket: # 1239767 - Comcast Data Cap](#)

**Date:** 10/7/2016 12:43:18 AM

**City/State/Zip:** Boulder, Colorado 80304

**Company Complaining About:** Comcast

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### **Description**

Comcast is implementing a data cap even though their infrastructure doesn't need the cap to be in place.

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**Ticket: # 1239781 - Comcast/Xfinity 1 terabyte data cap**

**Date:** 10/7/2016 12:49:34 AM

**City/State/Zip:** Westminster, Colorado 80031

**Company Complaining About:** Comcast

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## **Description**

I was just informed that Comcast/Xfinity plans to impose a 1 TB data cap starting November 1st. They assured me that I don't come anywhere close to that in the last three months.

The problem is that I have no doubt I will. I am a Twitch & YouTube streamer. I currently live stream a few times a month, but I plan to start live streaming several times a week, if not daily. That means I will be uploading hundreds of megabytes of data to the Internet on a regular basis.

Even if I didn't upload massive amounts of data regularly, it costs Xfinity nothing to leave their data stream uncapped. History is full of well meaning people who underestimated what the future would need, IBM foresaw that a total of 100 mainframe computers would ever need to be built.

"Who would EVER need more than 512K of memory?" --(b) (6)

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[Ticket: # 1239783 - Comcast monopoly](#)

**Date:** 10/7/2016 12:49:43 AM

**City/State/Zip:** Portland, Oregon 97233

**Company Complaining About:** Comcast

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## **Description**

The instant Google pulled its fibre plans out of Portland Comcast brought out plans for data caps that any modern family can easily hit and exceed. This is so obviously taking advantage of their monopoly I don't see how it is legal, let alone the things they get away with elsewhere in the country.

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[Ticket: # 1239811 - Data caps](#)

**Date:** 10/7/2016 1:00:28 AM

**City/State/Zip:** Houston, Texas 77006

**Company Complaining About:** Comcast

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### **Description**

Comcast continues to implement data caps now in Houston I feel is interfering w commerce, education and neutrality



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[Ticket: # 1239871 - Comcast data caps](#)

**Date:** 10/7/2016 1:23:34 AM

**City/State/Zip:** Portland, Oregon 97203

**Company Complaining About:** Comcast

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## **Description**

Comcast will soon be enforcing data caps in my area. This is a monopolistic move due to Google no longer looking to expand to our area, Portland Oregon. If there were any other viable options for cable internet, or faster, I would choose them. But I cannot.

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**Ticket: # 1239817 - Introduction of Data Caps to Broadband internet**

**Date:** 10/7/2016 1:04:40 AM

**City/State/Zip:** Castle Rock, Colorado 80104

**Company Complaining About:** Comcast

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## **Description**

I just received notice that Comcast will be implementing data caps to my Cable Internet plan, this occurring after my bill has risen approximately \$20 with no notice. The data cap itself is quite concerning to me as the service I signed up for was broadband internet and I pay extra for a faster speed, limiting my usage because I use it is ridiculous and unnecessary, it appears that this is being done to discourage the use of streaming instead of using their cable service, and a method of violating net neutrality. In the email it also states that they will be monitoring my internet usage and performing unauthorized alterations to webpages with the use of "in browser notifications."

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**Ticket: # 1239862 - Comcast nationwide datacap**

**Date:** 10/7/2016 1:17:16 AM

**City/State/Zip:** Auburn Hills, Michigan 48326

**Company Complaining About:** Comcast

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## **Description**

To whom it may concern,

My name is Anthony and I live in Southeastern, Michigan and this week Comcast has decided to roll out a 1 TB datacap. Not only is a data cap an unreasonable idea to begin with, but when a majority of people my age have decided against cable and focus more on streaming it is far from fair. Cable companies have been given what essentially amounts to a legal monopoly, where lawsuits are common in an attempt to block out potential competition. In my area, while there is another choice (AT&T), both options are not available in the same location (my home is not capable of getting U-verse). As a family that has, like so many others, opted to cut the cord and go with options like Netflix and Hulu, we tend to rack up decent amounts of data usage. With a datacap, we will end up paying several times more than what our service alone costs us, as is intended by the cable industry.

I am signed up for a 50 mbps connection with comcast, and am lucky if i get 30 mbps, due to the unacknowledged throttling that my area is so lucky (read that sarcastically please) to receive. So already I am not getting what I paid for, in addition to this, I am now financially limited into what my family and I can view. While I am not in the IT industry, I do know that datacaps are entirely a moneygrab as how much data a household uses hardly factors in to industry costs.

As a nation, the United States is already lagging far behind most of the rest of the developed world in internet service (in both quality and availability), this is only going to make things worse and drag our value as a nation down further.

I would love to be able to drop comcast and move to a service without a ridiculous datacap, but that is literally impossible. Nor can I do without the internet, not only is the internet something that is required in daily life, but a student as well. I am not made of money, but I need the internet, so do millions of other people in our country, the industry knows this and will milk it for all its worth.

The FCC has done great work recently in helping the internet. Please continue this trend. Show these corrupt companies that this cannot go on. Stop these datacaps and work to destroy these monopolies.

Thank you,

(b) (6)

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**Ticket: # 1239825 - Data Caps - CableOne**

**Date:** 10/7/2016 1:06:45 AM

**City/State/Zip:** Prescott Valley, Arizona 86314

**Company Complaining About:** Cable One

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## **Description**

CableOne, like other providers, has placed data caps on monthly usage for ordinary users. This is entirely unreasonable given the fact they have a monopoly; there is no direct competition in the region. It is worth noting that these caps are set very low - 300gb to 750gb, normal usage for those that stream video. While it is understandable to charge for additional speed, as that requires extra upstream bandwidth and equipment, such data caps are clearly nothing more than a cash grab and monopoly consolidation attempt, forcing customers to buy cable television packages to upgrade data caps.

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[Ticket: # 1239827 - Comcast Internet Data Cap](#)

**Date:** 10/7/2016 1:07:09 AM

**City/State/Zip:** Scappoose, Oregon 97056

**Company Complaining About:** Comcast

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### **Description**

I have recently been made aware that Comcast/Xfinity will be implementing a 1TB data cap in Oregon. This will be effective in November. The data cap of 1TB is ridiculous and is for the company to profit further.

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[Ticket: # 1239835 - Comcast charging arbitrary "data cap" to customers](#)

**Date:** 10/7/2016 1:08:35 AM

**City/State/Zip:** Arvada, Colorado 80005

**Company Complaining About:** Comcast

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## **Description**

With barely any warning (less than a month) Comcast is adding an arbitrary 1tb "data cap limit" to basically all customers. Not only is this a breach of contract to those who signed for a service which is now changing, it is a clear violation of net neutrality. Facts show that there is no such thing as "data congestion". This is a pure move to increase profits and is illegal.

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[Ticket: # 1239842 - Comcast 1TB data cap](#)

**Date:** 10/7/2016 1:10:20 AM

**City/State/Zip:** Portland, Oregon 92713

**Company Complaining About:** Comcast

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## **Description**

Data caps are anti-consumer and anti-competetive. They are also being forced without an alternative. In my area, there is no other choice for internet service but Comcast, and as such, I have no means by which to fight their policies. It is up to you, the body of people who are supposed to be protecting me from predatory business practices in media, that need to regulate this behavior. Imagine if someone attempted to cap my water or electricity every month- how absurd would that be? Internet is a public utility and should be treated as such. Nothing else is going to work. It's time to get with the 21st century and get onto the right side of history. Be the heroes for the consumer, not the villains, please.

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[Ticket: # 1239844 - Comcast data cap](#)

**Date:** 10/7/2016 1:10:33 AM

**City/State/Zip:** Broomfield, Colorado 80023

**Company Complaining About:** Comcast

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## **Description**

I live in Colorado and received an email that Comcast was imposing a data cap on my internet. I am already paying for internet, forcing me to pay twice for a service that should be classified as a utility is highly unethical and something that needs to be stopped. If I had choices I wouldn't care as I could switch providers but I have no reasonable choices except Comcast in my area. DSL isn't an option as it can be more unreliable and I need a stable connection for work. Please help!



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[Ticket: # 1239872 - Data caps](#)

**Date:** 10/7/2016 1:24:15 AM

**City/State/Zip:** Katy, Texas 77450

**Company Complaining About:** Comcast

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### **Description**

Comcast has changed there contracts to implement a data cap of 1tb/month. I should not have to pay extra for what I already enjoy, unlimited data

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**Ticket: # 1239854 - Comcast Data Cap**

**Date:** 10/7/2016 1:14:09 AM

**City/State/Zip:** The Woodlands, Texas 77380

**Company Complaining About:** Comcast

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## **Description**

I recently received an email from Comcast saying they are now implementing data caps in my area. How is this possible under an open internet? It's outrageous and only exists for me to pay more money for service I'm already receiving. Once again, it doesn't help that I have NO CHOICE in this matter. I have no competition to go to. I'm stuck with this and it pisses me off.

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**Ticket: # 1239860 - Unfair Business Practices with Comcast and Data Limits**

**Date:** 10/7/2016 1:16:55 AM

**City/State/Zip:** Tooele, Utah 84074

**Company Complaining About:** Comcast

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**Description**

Comcast is the only broadband internet service provider in my neighborhood. Recently they have decided to impose a 1 TB data cap in my area, charging overage fees if I go above that amount. I feel that this is an unfair business practice as it is just another way for them to charge more and more fees to an area that's already overcharged for internet service. I have no other alternative. Even if I did have an alternative, I'm in a two year contract (which was made with the understanding that there would be no data limitations).

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[Ticket: # 1240281 - Complaint for comcast](#)

**Date:** 10/7/2016 8:10:23 AM

**City/State/Zip:** Spring, Texas 77338

**Company Complaining About:** Comcast

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## **Description**

Violation of Net Neutrality rules adopted by the FCC, comcast is using data caps to prevent competition to their media services. They are prioritizing their own internet traffic (cable tv) and not counting it towards your datacap.

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**Ticket: # 1239865 - Comcast data caps**

**Date:** 10/7/2016 1:22:37 AM

**City/State/Zip:** San Francisco, California 94109

**Company Complaining About:** Comcast

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## **Description**

Data caps, especially when put in place by a company which aggressively promotes its legacy "cable" television, is nothing short of a long-term anti-competitive strategy to smother innovation and stifle adoption of 4K streaming content while offsetting revenue from declining cable television subscriptions through overage fees. Contrary to claims of infrastructure reinvestment and "fairness," this move is a blatant cash grab designed to extract more money from people who are already often not getting what they pay for (in terms of speeds). Companies like Youtube, Hulu, and Netflix already pay Comcast for the additional traffic they use, and now Comcast is turning around and abusing its market position to double dip and pinch the consumer on the other end as well.

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[Ticket: # 1239877 - Data cap](#)

**Date:** 10/7/2016 1:30:27 AM

**City/State/Zip:** Sacramento, California 95831

**Company Complaining About:** Comcast

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## **Description**

Using Comcast, I was informed I would receive a data cap

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[Ticket: # 1239881 - 1TB data cap by Comcast](#)

**Date:** 10/7/2016 1:31:05 AM

**City/State/Zip:** Albuquerque, New Jersey 87106

**Company Complaining About:** Comcast

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## **Description**

Comcast is now forcing markets across the nation to fall under 1TB data cap. Data caps stifle the flow of information of all kinds, and due to the pricing system are now a financial barrier to the internet. This is unjust and needs attention now!

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**Ticket: # 1239889 - Comcast Data Caps**

**Date:** 10/7/2016 1:33:43 AM

**City/State/Zip:** St. Louis Park, Minnesota 55057

**Company Complaining About:** Comcast

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## **Description**

I am a recent Comcast subscriber, and agreed to a one year service plan. This month, they suddenly revealed a data cap without any prior notice to their customers. While the cap is at a modest 1 TB, this is actually not that high if you are a frequent data user - i.e. someone who uses bandwidth for streaming, file sharing from work, installing large pieces of software such as games or downloading large files. There are all sorts of reasons why this is a terrible idea, but the fact that they enacted this without even consulting customers and offering grandfather plans for those who signed up before knowing is ridiculous, and should be considered illegal by net neutrality rules as well as business laws. Many Comcast customers are upset about this new cap, and rightly so. I hope you will consider an investigation and make the proper decision to force Comcast to come up with a better solution, or offer better alternatives to customers - i.e. cancellation from their services without fees given the new contract, because they essentially broke their end of the deal. Thank you for your time.



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[Ticket: # 1239890 - Comcast instating Data Caps](#)

**Date:** 10/7/2016 1:34:28 AM

**City/State/Zip:** Albuquerque, New Mexico 87109

**Company Complaining About:** Comcast

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## **Description**

Comcast is instating data caps in my area, which limit the access to alternative media sources (Netflix, Hulu, and IPTV Services). Though the cap is 1TB, the rising usage required for streaming video and video gaming makes it where eventually everyone will be hitting the cap. In many areas there are not multiple Internet Service Providers as well as Cable Television Providers, and thus Comcast has a monopoly/oligopoly in that area. By instating the data caps, regardless of the limit, they are choking people away from their competition.

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[Ticket: # 1240829 - Comcast Data Caps](#)

**Date:** 10/7/2016 10:09:52 AM

**City/State/Zip:** Palmer Lake, Colorado 80133-1642

**Company Complaining About:** Comcast

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### **Description**

Comcast is rolling out data caps, and this should be considered a violation of the Open Internet. Please take action to stop this exploitive money grab.

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[Ticket: # 1239897 - Comcast 1 TB data cap in november](#)

**Date:** 10/7/2016 1:36:39 AM

**City/State/Zip:** Spokane Valley, Washington 99037

**Company Complaining About:** Comcast

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## **Description**

It shouldnt be legal to have a data cap on internet.

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[Ticket: # 1239914 - Comcast Data Caps](#)

**Date:** 10/7/2016 1:47:06 AM

**City/State/Zip:** Houston, Texas 77023

**Company Complaining About:** Comcast

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## **Description**

The 1TB data cap that Comcast is placing on households is ridiculous. Not only is their system for measuring data used, which they have received media attention about, it is simply unfair and an obvious lobby against net neutrality.

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[Ticket: # 1239908 - Comcast Data Cap](#)

**Date:** 10/7/2016 1:45:21 AM

**City/State/Zip:** Frisco, Colorado 80443

**Company Complaining About:** Comcast

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## **Description**

I think it is unreasonable for Comcast to implement a data cap in this day and age. It will hinder the growth of technology in the USA.

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**Ticket: # 1239909 - Comcast data caps**

**Date:** 10/7/2016 1:45:25 AM

**City/State/Zip:** Houston, Texas 77062

**Company Complaining About:** Comcast

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## **Description**

As I'm sure you know Comcast will be rolling out data caps nationwide starting November 1. A terabyte is a lot of data in 2016 and 10 gigabytes was a lot of data in 2006. Every year more people turn to streaming services that forego cable. Every year these people stream in higher and higher quality. Every year game downloads become larger and larger. This is not a gradual increase it is an exponential one and I fear that setting hard limits like these will very soon see a large percentage of people paying overages every single month.

I would be willing to pay for data as long as everyone got the same speeds and the cost was tied to a form of national usage statistic.

I would be fine paying for speed as long as data was unlimited.

I am not fine paying for both.

This also can quickly become a large net neutrality issue. As more and more people start to blow past their data caps certain preferred services (EX: Amazon services on Verizon platform) begin to have an unfair advantage over competing services.

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**Ticket: # 1239929 - Comcast 1TB Data Caps**

**Date:** 10/7/2016 1:51:59 AM

**City/State/Zip:** Portland, Oregon 97229

**Company Complaining About:** Comcast

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## **Description**

To whomever it may concern,

Comcasts nationwide roll-out of it's data cap is a major threat to net neutrality by attempting to divide traffic by monetized priority. Data is NOT something that is a resource or is limited. Thus, this entire change of policy is a literal money grab and a threat to net neutrality.

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[Ticket: # 1239930 - Comcast Data Caps](#)

**Date:** 10/7/2016 1:52:06 AM

**City/State/Zip:** Nibley, Utah 84321

**Company Complaining About:** Comcast

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## **Description**

Comcast's data caps are ruining the freedom of the internet, this will cause a monopoly with the internet community where people have no other option for internet, and now have to pay for overage of data caps! Please dont allow this.



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[Ticket: # 1239953 - Comcast Data Cap](#)

**Date:** 10/7/2016 2:06:17 AM

**City/State/Zip:** Sugar Land, Texas 77479

**Company Complaining About:** Comcast

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## **Description**

Comcast is now rolling a 1TB data cap in houston. Their own services will not count towards the cap, creating unfair business practices for their competition. While our family may not necessarily go over the 1TB limit, the Internet should be a utility and never be capped for any reason.

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[Ticket: # 1239937 - Comcast Data Caps](#)

**Date:** 10/7/2016 1:56:51 AM

**City/State/Zip:** Seattle, Washington 98103

**Company Complaining About:** Comcast

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## **Description**

Data caps are unacceptable. Prevent Comcast from imposing them on their customers.

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[Ticket: # 1239947 - Comcast data caps](#)

**Date:** 10/7/2016 2:01:34 AM

**City/State/Zip:** San Francisco, California 94114

**Company Complaining About:** Comcast

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## **Description**

Comcast has announced new data caps that impact me as of November 1st in California. Comcast has a monopoly on service in my area. If I have no choices due to their monopoly status, they should be regulated.

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[Ticket: # 1239963 - Comcast data caps](#)

**Date:** 10/7/2016 2:10:18 AM

**City/State/Zip:** Kansas City, Kansas 66109

**Company Complaining About:** Google Fiber

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## **Description**

Data is not a finite resource, data caps are anti-consumer and only exist so Comcast can continue to screw over their customers who have no other choice but to use their product, because there is no competition. You cannot allow this practice to continue.

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**Ticket: # 1239975 - Comcast 1Tb data cap**

**Date:** 10/7/2016 2:15:07 AM

**City/State/Zip:** Carmicheal, California 95608

**Company Complaining About:** Comcast

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## **Description**

DATA CAPS ARE ANTI-CONSUMER AND ANTI-COMPETITIVE.

Data caps, especially when put in place by a company which aggressively promotes its legacy "cable" television, is nothing short of a long-term anti-competitive strategy to smother innovation and stifle adoption of 4K streaming content while offsetting revenue from declining cable television subscriptions through overage fees. Contrary to claims of infrastructure reinvestment and "fairness," this move is a blatant cash grab designed to extract more money from people who are already often not getting what they pay for (in terms of speeds). Companies like Youtube, Hulu, and Netflix already pay Comcast for the additional traffic they use, and now Comcast is turning around and abusing its market position to double dip and pinch the consumer on the other end as well.

The current plan is for 1TB, which by today's standards may seem like a significant amount of data. However, with the eventual adoption of 4K streaming and the increasing visual fidelity of other digital forms of entertainment (video games & VR) it will not be long before this "generous" data cap begins to feel like a noose around our neck - and suddenly it conveniently becomes more economically viable to purchase a bundled cable subscription than attempt to stream services from providers like Netflix.

If Comcast wants to operate as a local/regional monopoly it needs to be tightly regulated like the public utility it is.

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**Ticket: # 1239964 - Comcast Data Caps**

**Date:** 10/7/2016 2:10:45 AM

**City/State/Zip:** Gresham, Oregon 97030

**Company Complaining About:** Comcast

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## **Description**

Comcast is rolling out data caps to nearly all customers in the United States. As a customer, I already have a data cap, which is my current speed user over the course of the month. This greatly inhibits my access to the internet, as files and applications are rapidly growing in size. A reformat of my hard drive and subsequently downloading commonly used applications on my computer will be enough to wipe a large portion of my data. This is an anti-consumer move aimed to increase already broad profit margins.

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**Ticket: # 1246496 - Data caps**

**Date:** 10/7/2016 11:09:08 PM

**City/State/Zip:** Houston, Texas 77019

**Company Complaining About:** Comcast

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## **Description**

If I'm not a Comcast customer, but hate the precedent they are setting, how can I be helpful?

I'd like to know this as well. I'm on TimeWarner (or I suppose Spectrum now) currently with no caps but know it's only a matter of time, even with the merger stipulation.

EDIT: Filed. I'm not a writer or poet or whatever but this is what I said (I'm sure I did a shitty job):

Hello,

With the recent Comcast rollout of nationwide 1TB data caps I feel it is crucial that I submit my complaint. Data caps are a problem and without swift action will be a much larger issue in the near future limiting not only innovative uses of the Internet but the entire global flow of information.

Data caps are not only an inconvenience to those customers but are simply against net-neutrality at its core. This is nothing more than a money grab and attempt to get people to stick with the dying cable TV model. It even excludes Comcast related data from that cap!!

It unnecessarily impedes emerging video technologies such as 4k streaming while simultaneously punishing those that dare to download large games or files. It's not even rooted in network congestion: <https://www.techdirt.com/articles/20130118/17425221736/cable-industry-finally-admits-that-data-caps-have-nothing-to-do-with-congestion.shtml>

For example: streaming 4k content according to Netflix uses roughly 4.7GB per hour. Doing that math that's ~7 hours PER DAY before hitting said 1TB cap. Multiply that by 2 or 3 other members of a household and you can watch at most a few hours per day. This is assuming you do absolutely NOTHING else with that Internet connection.

The further encroachment of data caps sets a dangerous precedent that unchecked will stifle innovation and let ISPs control the flow of information into households. This is something that needs to be curbed quickly to prevent ISPs restricting the flow of information simply to benefit themselves.

I urge you to please consider restrictions or outright banning of data caps on hardline Internet connections such as cable and DSL. I further ask that you investigate data caps on cell data to determine if there is actually any legit reason they exist. T-Mobile is a great example. They allow very specific traffic to NOT count towards a data cap. This is also against net-neutrality.

Full disclosure: I'm not a Comcast customer, I am with Time Warner (now Spectrum). I do not have a data cap but average right around 2TB per month with what I consider normal usage, at least for the next generation. Data usage is only going to increase and at a rapid pace as new technologies emerge.

I'll say it a second time, please consider a ban on data caps. This is nothing but the stifling of innovation, holding onto an archaic business model, and lining of pockets of ISP executives. What we ACTUALLY need is more innovation, more competition, and a stronger Internet presence as a country.

Signed,

Me



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[Ticket: # 1239973 - Comcast Caps](#)

**Date:** 10/7/2016 2:14:50 AM

**City/State/Zip:** Salt Lake City, Utah 84111

**Company Complaining About:** Comcast

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## **Description**

Comcast is enacting a greedy data cap on land-line connections in Utah. This comes after Utah gave Comcast tax payer money to upgrade their infrastructure (which they seemingly never did) to kill off publicly subsidized residential fiber internet. I feel defrauded both as a tax payer and as a Comcast customer of 15 years. I'm frankly amazed that this is legal (is it?).

The FCC has successfully gone after Time Warner data caps, why not Comcast's which are now seemingly nationwide?

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**Ticket: # 1248850 - Comcast business practices are bad for the consumer**

**Date:** 10/8/2016 8:56:10 PM

**City/State/Zip:** Hillsborough, New Jersey 08844

**Company Complaining About:** Comcast

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## **Description**

I have two major gripes with Comcast.

1) In my area, I have no choice of internet provider. There is only Comcast.

The fact that this is still even allowed in the year 2016 is unbelievable.

This lack of actual competition, means that Comcast can charge whatever it wants, provide terrible service and there is nothing that the consumer can do outside of simply live without internet (which is ridiculous in this day and age) or literally move to another area to access a different provider (an unrealistic option for many reasons).

2) My second gripe is the new data caps that Comcast is adding.

Our society is quickly pushing to a point where the internet needs to be accessed like any public resource, water, electric, gas, etc.

Instead we are still beholden to this quasi-monopolies, who can charge us what they want, limit our access to data, and use any means necessary to wage anti-competitive campaigns against other companies and services such as Netflix, YouTube, etc.

Comcast claims their datacaps are about "fairness", that's a load of crap.

If they were interested in fairness, they wouldn't be fighting against net neutrality, and wouldn't be clinging to their old, outdated business model where they have a stranglehold over the American consumer.

They don't care about fairness, they only care about their bottom line and they don't care about the consequences beyond that.

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[Ticket: # 1239987 - Data Caps](#)

**Date:** 10/7/2016 2:36:25 AM

**City/State/Zip:** Salem, Oregon 97305

**Company Complaining About:** Comcast

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## **Description**

Data Caps are a blatant cash grab created from the virtual monopoly the Comcast currently holds. I have no alternative place where I can bring my business, and I feel as though the FCC should most certainly bring forth against Comcast and other ISP's to disallow data caps. Either that, or fully legalize the use of municipal internet, so that Comcast and others like them cannot have a monopoly.

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**Ticket: # 1239989 - Comcast Data Caps**

**Date:** 10/7/2016 2:37:10 AM

**City/State/Zip:** Miami, Florida 33186

**Company Complaining About:** Comcast

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## **Description**

Comcast is going to put data caps on services that have always been unlimited in an attempt at a cheap cash grab and to hurt the companys that they compete with for television. It is a purposeful attack on Netflix,hulu and the likes and it will only hurt consumers.

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**Ticket: # 1240023 - Data Caps**

**Date:** 10/7/2016 3:15:46 AM

**City/State/Zip:** Sonoma, California 95476

**Company Complaining About:** Comcast

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## **Description**

I filled out one of these complaints month ago, saying that Comcast was looking to cap data plans nationwide. Comcast responded with "not in my area" and basically closed the issue.

Today, Comcast has announced data caps in California of 1TB per month. Not only is this anti net-neutrality, but it will greatly impact my ability to conduct business at home. This cannot be allowed to happen.

1TB is an incredibly low limit. So much so that it is 40x less than what my current MBIT rate would allow if I used my connection non-stop for that 1-month period, and that will only get worse as people consume more and more 4K content online.

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**Ticket: # 1240017 - Comcast Data Caps - 1TB - Oregon**

**Date:** 10/7/2016 3:10:58 AM

**City/State/Zip:** Albany, Oregon 97322

**Company Complaining About:** Comcast

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## **Description**

Why would Comcast need to implement data caps if 99% of its user base, myself included, use under 1TB. I use half that, but I'm not stupid; this isn't for today this is for 2-5 years from now. Currently 4k streaming is breaking through in the US, and Netflix claims that it requires 7GB an hour to stream 4k video. What will that be in 5 years when 8k is breaking through? Why are these monopolies allowed to do this? This seems outrageous to allow a company with a federally funded monopoly to implement something that it admits doesn't currently effect its customer base. Why should I be limited to paying for cable TV instead of having the choice to use IPTV?

Comcast themselves admit this isn't about congestion.

Please provide greater regulation to this industry. The internet has become a necessity as the FCC has stated. I pay on average 50\$ a month for electricity, yet I pay 110\$ a month for Internet. I wash my clothes, keep my food cold and cook with less than half what it costs to be able to remotely connect to the business I work for. I literally have a TV subscription because having the box and remote sit in my living room collecting dust provides me with a ~10 discount. Please explain to me how that makes any sense what so ever. There is no "added value" to that.

Last mile regulation is the only way. Time and time again these greedy monopolies have proven that they have no problem taking the governments money to build infrastructure yet balk at competition. The Charter merger with TWC was such a disaster. I have never spoken with a single individual that understands how that deal have possibly passed the approval process.

You stand up for the individuals of this country and money is speech, but when I do not have a choice to pay another company for service that speech is powerless.

Please help us.

- the working class citizens of america

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**Ticket: # 1240020 - Comcast Data Caps**

**Date:** 10/7/2016 3:15:00 AM

**City/State/Zip:** San Francisco, California 94115

**Company Complaining About:** Comcast

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## **Description**

Comcast recently announced the wide rollout of 1GB data caps across the United States, including my market in California. These data caps are unjustifiable on a land line based service like cable internet, and their adoption flies in the face of an ever growing media landscape that is reliant on streaming services across all media types. This move is only meant to further monetize customers on top of the already high prices being paid to Comcast for their services, much like minutes overages on cellular carriers. Please take steps to bar such data caps for land lines in the future.

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**Ticket: # 1240027 - Comcast expanding Data Caps**

**Date:** 10/7/2016 3:19:04 AM

**City/State/Zip:** Lake Stevens, Washington 98258

**Company Complaining About:** Comcast

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## **Description**

Comcast is expanding data caps starting november 1st [https://customer.xfinity.com/help-and-support/internet/data-usage-find-area?MAR=HOME\\_AX06.16](https://customer.xfinity.com/help-and-support/internet/data-usage-find-area?MAR=HOME_AX06.16)

Data caps harm so many people, use netflix at all? Well rip your data. Watch youtube? Rip your data. Download games on Steam RIP DATA. Watch Twitch regularly? Rip data.

This punishes anyone but light users who are already being overcharged for bad service. So not only are the costs the same but to get unlimited data you have to pay an extra \$50 a month. Some people even signed contracts for 2.5 years that claimed no data cap that are having a cap imposed by this.

Data caps seriously should not exist in this day and age. The US is already inferior to most Scandinavian countries in terms of internet price and speed, Inferior to Asian countries, eastern European countries, and a lot of just European countries. We are charged more, for worse service, worse speeds, and data caps.

THIS IS NOT OK. In fact most places don't have competitive alternatives to comcast or their primary ISP in the area. In my area it's comcast or people offering 5mb down .5mb up. the only competitive speed is comcast.

They have a monopoly, they provide sub par service compared to other countries, and are now imposing data caps. This is unacceptable.



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[Ticket: # 1240034 - Comcast instituting data caps](#)

**Date:** 10/7/2016 3:27:06 AM

**City/State/Zip:** Lake Stevens, Washington 98258

**Company Complaining About:** Comcast

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## **Description**

Comcast announced that they will be rolling out their 1TB data caps across most of their subscriber base come November 1st, 2016. All this will do is stifle competition by charging what essentially amounts to something like a "Netflix tax" if you go over your cap (not to mention to get the same service I do as of right now it just costs \$50 extra for no discernible reason). This is very easy to do already if you're streaming 4k video regularly. Conveniently, their own On Demand streaming service (which comes in over the same exact coaxial cable) does not count against this data cap, giving it an unfair advantage and incentivizing customers to use it instead of other competing services.

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[Ticket: # 1240039 - Comcast](#)

**Date:** 10/7/2016 3:34:37 AM

**City/State/Zip:** Oregon City, Oregon 97045

**Company Complaining About:** Comcast

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## **Description**

The big C's shoving data caps down our throats because they have literally no viable competition.

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[Ticket: # 1240041 - Data Cap](#)

**Date:** 10/7/2016 3:36:32 AM

**City/State/Zip:** Lakewood, Colorado 80228

**Company Complaining About:** Comcast

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## **Description**

Imposing data caps for the sole purpose of making more money.

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[Ticket: # 1240057 - Comcast Incoming Data Cap](#)

**Date:** 10/7/2016 3:55:46 AM

**City/State/Zip:** Edina, Minnesota 55424

**Company Complaining About:** Comcast

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### **Description**

Comcast is rolling out a 1 TB data cap in the Minnesota area effective November 1. Not only has there been no notice of the transition, but we feel as if the transition violates FCC net neutrality if there are any exemptions from the cap. This behavior is really grossly unjustified.

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**Ticket: # 1240066 - Net Neutrality Violation Comcast Xfinity Houston Data Caps**

**Date:** 10/7/2016 4:10:54 AM

**City/State/Zip:** Houston, Texas 77096

**Company Complaining About:** Comcast

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**Description**

As a user of Xfinity who is on average below the newly enforced data cap in Houston of 1TB per month on average, this is an absolute outrage. Even though I am below the data cap on average, I can potentially pay 200-300% more during any given month for going over an arbitrary cap that is nothing but a price gouge.

I do not want cable TV nor have I for the last several years. Since Comcast is losing subscribers they are now forcing cable cutters to face ridiculous overage fees. These fees are a 10% fee for every 5% of overage based on my internet package.

I pay significantly more for higher speed internet with Comcast because I use the internet more often. The fact that I am now being cheated by Comcast to prop up their failing business model is a downright travesty. If I leave my TV on 24 hours per day I don't hit the data cap yet the data is being sent over the same delivery system (the cable).

I don't get charged for watching the TV for more hours per month, how is the internet any different? if I pay for HD TV (the equivalent of high speed internet), I don't get a notice from Comcast telling me I'm pulling down a lot of bandwidth, WHICH IS ABSOLUTELY THE CASE.

This company has a clear monopoly on a PUBLIC SERVICE UTILITY. If i use less than 1 TB of data, do they refund my account? NO. of course not!

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[Ticket: # 1240166 - Comcast Data Caps](#)

**Date:** 10/7/2016 6:50:42 AM

**City/State/Zip:** Troy, Michigan 48083

**Company Complaining About:** Comcast

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## **Description**

Comcast is implementing a one terabyte data cap on users in my area of Southeast Michigan. This is a blatant attempt to stifle competition from online streaming services to try and keep their monopoly on TV services in my area.

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**Ticket: # 1240070 - Data caps on home internet**

**Date:** 10/7/2016 4:18:23 AM

**City/State/Zip:** Roy, Utah 84066

**Company Complaining About:** Comcast

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## **Description**

Comcast is abusing their illegal monopoly that the government won't do anything to break up by now implementing a data cap on home internet where I live in the state of Utah. This is a violation of net neutrality and goes to show that greedy companies cannot be trusted to regulate the internet in a fair and competitive fashion. Their monopolies and oligopolies need to be broken up into smaller companies to increase competition and better than that the internet needs to become a title 2 service regulated by the government. Internet is a necessity in this day and age just as any other utility. You cannot get a job, go to school, or live a normal life in America without internet and anyone who thinks otherwise is old and out of date with no idea how technology works. Caps like this should be illegal and monopolies and abuses like this should be illegal as well.

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**Ticket: # 1240085 - Recent implementation of data caps**

**Date:** 10/7/2016 4:34:16 AM

**City/State/Zip:** Chicago, Illinois 60625

**Company Complaining About:** Comcast

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## **Description**

So, comcast has recently implemented a terabyte data cap in my area (which, they "notified" me through my comcast e-mail which I don't read regularly and not my actual e-mail address, which they send me notifications about my bill to, and only just found out about today because of a friend mentioning comcast rolling out these data caps).

There's a number of things about this that irritate me.

#1: So, apparently there's some special comcast streaming stuff that doesn't count against the cap.

This seems like some sort of violation of net neutrality to me?

#2: Although I'm a fair bit under the cap right now, data usage in general by things (such as game sizes getting larger, video quality getting higher) trends upwards. And I doubt comcast will willingly expand these caps upward ever without outside pressure.

#3: Paying more for higher internet speeds doesn't get a higher cap. You have to pay extra on top of that for "unlimited". So more price gouging.

#4: The US already pays more than other countries (especially compared to say, South Korea) for worse internet service. What do comcast and other internet providers do with all the money we're paying them? Besides come up with new ways to charge us for what we're already paying them for.

#5: There's no sense behind how caps are implemented. If it was about the networks being overstressed, then using the network during periods of low stress shouldn't count against the cap, because that's just unused capacity laying idle. It's not like electricity generation.

#6: There's no real tools given to customers to gauge when they're using data. They only show data usage per month, no way to check by day or hour.

#7: There's no rate limiting when a cap is reached, they just automatically charge more.

#8: Even though Chicago has other internet providers, they're either limited in the areas they service (RCN) or wireless (which is unreliable for my usage) As in many other areas of the country, they're functionally a monopoly.

Anyway, this proves Comcast is dedicated to skirting around agreements they've recently made, so tight regulations are necessary. Do not let up.



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**Ticket: # 1240113 - Comcast Data Caps**

**Date:** 10/7/2016 5:28:59 AM

**City/State/Zip:** Orem, Utah 84058

**Company Complaining About:** Comcast

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## **Description**

Comcast is engaging in predatory billing practices (more than doubling the price after the first year of signing up), as well as imposing artificial, arbitrary data caps on my service. Also, they are inaccurately logging and reporting data used. Not only that, but they double-dip by charging Netflix "interconnection" fees, effectively allowing them to double-dip (billing both me and Netflix for the same stream).

Further, Comcast is a monopoly in my area and needs to be broken up, heavily fined, or all internet service needs to be treated as a utility open for any ISP to use. I demand that data caps be made illegal, and net neutrality be enforced.

ISPs should not be allowed to lobby, and should not be allowed to be involved in any lawmaking (such as barring communities from setting up their own internet service).

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[Ticket: # 1240108 - Comcast nationwide data cap rollout](#)

**Date:** 10/7/2016 5:15:00 AM

**City/State/Zip:** Fort Wayne, Indiana 46809

**Company Complaining About:** Comcast

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## **Description**

Comcast is taking advantage of their monopoly in certain areas to roll out data caps exclusively to discourage people from dropping cable in favor of streaming services.

Tell me how we went from unlimited home data for years to limited? Doesn't internet service progress with better technology, not regress?

One game is often in excess of 50GB. That's a 10\$ overage per game after a few games and some PS vue.

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[Ticket: # 1240128 - Comcast net neutrality violation](#)

**Date:** 10/7/2016 5:54:53 AM

**City/State/Zip:** Palm Beach Gardens, Florida 33410

**Company Complaining About:** Comcast

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### **Description**

Comcasts implementation of data caps on home internet usage is a blatant disregard for net neutrality.

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[Ticket: # 1240134 - Data caps](#)

**Date:** 10/7/2016 6:18:32 AM

**City/State/Zip:** Tallahassee, Florida 32301

**Company Complaining About:** Comcast

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### **Description**

Comcast is instituting a data cap in my area of 1 TB/month. Meaning I can only my use my 150Mbps connection for less than 15 hours per month.

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[Ticket: # 1240153 - Data Cap on wired connection](#)

**Date:** 10/7/2016 6:42:22 AM

**City/State/Zip:** Sacramento, California 95826

**Company Complaining About:** Comcast

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## **Description**

Comcast has forced datacaps on all of their customers even those under contract. This is a huge breach of net neutrality.

Data caps are unreasonable and unlawful.

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**Ticket: # 1240160 - Comcast Data Cap**

**Date:** 10/7/2016 6:46:25 AM

**City/State/Zip:** Arvada, Colorado 80004

**Company Complaining About:** Comcast

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**Description**

I would like to file a formal complaint about a message I received from Comcast

For the past three months, your average data usage was 1657 GB. The vast majority of our customers would consider one terabyte to be a massive amount of data – in fact, less than 1% of our customers use that amount in a month. However, it may not be enough for everyone, so we want to make sure you understand your options and choose the Data Usage Plan that works best for you. Our data plans are based on a principle of fairness. Those who use more Internet data, pay more. And those who use less Internet data, pay less. If you believe you will need more than one terabyte of data, we offer an Unlimited Data option.

One Terabyte Plan and Unlimited Data option:

One Terabyte (TB) included/month      If one TB is exceeded, \$10 is charged for each additional data block of up to 50 GB/month      \$200 overage charge limit - no matter how much data is used

Unlimited Data      Additional \$50/month      No overage charges — no matter how much data is used each month

I stream everything over the internet including Video. Comcast is just upset because I don't have a cable package and this is there way of penalizing and recouping that money from Customers. I already pay for the internet service and as an employee of the industry I know that Data caps are just a way of price gouging consumers.

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**Ticket: # 1240165 - Comcast Data Caps**

**Date:** 10/7/2016 6:50:36 AM

**City/State/Zip:** Lynnwood, Washington 98037

**Company Complaining About:** Comcast

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## **Description**

Comcast recently stated intent to cap internet usage at 1TB a month for users nationwide. This is an anti competitive measure designed to sway users away from streaming entertainment services such as Netflix, YouTube, and many other high data usage platforms in order to drive them back to using the traditional cable TV service which has no data caps tied to it. Comcast's costs do not go up depending on individual usage, the 'congestion' on their service is based on how many total users they have active at any given time, not on the amount of data those users are using.

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**Ticket: # 1244641 - Comcast Data Cap****Date:** 10/7/2016 6:14:16 PM**City/State/Zip:** Bellevue, Washington 98007**Company Complaining About:** Comcast

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**Description**

Hello.

I use Comcast because it's the fastest internet option available in my area. The only other option is DSL which is considerably slower. I had selected and paid for internet service on an instantaneous ("Mbps") throughput basis. Today, I received an email that my current internet service would now be subject to a monthly usage cap, and overages would be billed to me. Though Comcast may lay claim to the existence of a previous monthly cap on paper, I have never been subject to billing for any total monthly usage prior to this notice, regardless of use. This is effectively a detrimental change to me and my family, for which I have no recourse.

I am already "capped" by the "Mbps" package I have intentionally selected. I pay a premium for very fast internet, which now effectively enables me to reach my monthly cap that much faster. The monthly cap now effectively penalizes me (and any others like me) for my use of the internet during off-peak hours, which offers no burden to Comcast. "Bytes" are not a precious, limited natural resource; those used at 2am will have virtually no impact on the "fair" use of the internet by anyone else. In fact, subjecting my internet usage to an additional cap on a monthly basis has been clearly demonstrated to be nakedly anti-consumer in an industry without sufficient competition:

<http://arstechnica.com/business/2015/08/comcast-vp-300gb-data-cap-is-business-policy-not-technical-necessity/>

Additionally noteworthy, the bandwidth meter to which I will now be monetarily subject is apparently operated without oversight or regulation:

<http://arstechnica.com/information-technology/2016/09/tales-from-comcasts-data-cap-nation-can-the-meter-be-trusted/>

How much I currently use is irrelevant. I had no say in this data cap, nor will I have any say in whether or not it is changed in the future to further improve Comcast's profits in the guise of fairness.

I implore you to take action to regulate these businesses, including but not limited to double-dipping through the imposition of monthly data caps.



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**Ticket: # 1240208 - Comcast Data Caps**

**Date:** 10/7/2016 7:27:09 AM

**City/State/Zip:** Katy, Texas 77449

**Company Complaining About:** Comcast

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## **Description**

Comcast just recently decided to bring data caps to its Houston customers and it is harmful for the users here. Now we can no longer use how much data we want to and have to watch what we do. Comcast bringing these caps does nothing but harm the Houston city and surrounding areas. I have not yet been affected by this data cap, but it is only a matter of time since my city is right on the edges of Houston.

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**Ticket: # 1240176 - Comcast Data Caps**

**Date:** 10/7/2016 7:08:19 AM

**City/State/Zip:** Grand Rapids, Michigan 49507

**Company Complaining About:** Comcast

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## **Description**

Comcast has recently implemented a 1tb data cap on my home internet connection. Based on their own justification, this data cap should "only" affect less than 1% of the customer base. However, with the growing proliferation of streaming and internet-of-things, we know this is a revenue generating measure for them. Comcast is clearly trying to monetize the services of other companies (Netflix, Hulu, Amazon Prime, etc) by violating the spirit of the open internet. This screams of double dipping, in that I need to pay for access to Comcast's internet, as well as to use Comcast's internet.

Data is not a finite resource, and should not be treated as such.

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[Ticket: # 1240187 - 1TB Data Cap](#)

**Date:** 10/7/2016 7:14:49 AM

**City/State/Zip:** Big Prarie, Ohio 44611

**Company Complaining About:** Comcast

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## **Description**

The 1 TB data cap is a monopolizing money grab that should not be tolerated in our great country

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**Ticket: # 1240199 - Outrageous Fees for new Data Caps**

**Date:** 10/7/2016 7:23:23 AM

**City/State/Zip:** Fairfield, California 94534

**Company Complaining About:** Comcast

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**Description**

<https://www.engadget.com/2016/10/06/comcasts-1tb-data-caps-start-to-roll-out-nationwide/>

<https://dataplan.xfinity.com/faq/>

Comcast is giving user less than 30 day notice of them adding "Data Caps" to their internet service. We're already paying ~\$65 for unlimited internet with NO data caps. Now they want to charge users an additional of \$20 per x amount of GB gone over or \$50 straight fee to remove the data cap. That's outrageous!

The 1 TB data cap is nothing in today's standard for a family. Gaming and HD Streaming will easily go over that cap in less than 2 weeks! This data cap is just another way for Comcast to discourage people from using internet services like Netflix, Amazon Prime Video, Hulu, Twitch, YouTube etc. and instead use their Cable TV service.

Since Comcast already got caught throttling data for those services, now they just want to make regular usage internet unfordable with data caps.

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[Ticket: # 1240209 - Comcast data caps](#)

**Date:** 10/7/2016 7:27:21 AM

**City/State/Zip:** Columbus, Indiana 47201

**Company Complaining About:** Comcast

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## **Description**

Comcast is implementing a 1tb data cap on all consumers. Their prices are already very high for their services, and now a data cap is being added as if the Internet is a "limited resource". This company is taking advantage of being one of the very few companies to offer these services. If left unchecked, this company will just continue to take advantage of their essentially monopoly status.

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[Ticket: # 1240229 - Comcast Data Cap](#)

**Date:** 10/7/2016 7:38:32 AM

**City/State/Zip:** Grand Rapids, Michigan 49503

**Company Complaining About:** Comcast

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### **Description**

A data cap was just implemented in my area, wasn't the purpose of the open internet / net neutrality ruling last year to prevent this. Please support the consumer and protect the openness of the internet.

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[Ticket: # 1240245 - Data Caps](#)

**Date:** 10/7/2016 7:44:43 AM

**City/State/Zip:** Ann Arbor, Michigan 48104

**Company Complaining About:** Comcast

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## **Description**

Comcast has had a stranglehold as being one of the only ISPs available in my area; they have absolute power over their consumers and are now attempting to set a 1 TB/month data cap. While I don't approach this limit, I know many people who stream movies do, and I think it sets a negative precedence for the future where an essential good is capped by ISPs that face very minimal competition.

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[Ticket: # 1240272 - Data caps!?!?!?](#)

**Date:** 10/7/2016 8:04:21 AM

**City/State/Zip:** Newark, California 94560

**Company Complaining About:** Comcast

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### **Description**

Comcast said data caps is like double stuffed Oreos. That you need to pay more for the double stuffed. Well Wheeler, last time I went to the store, double stuffed oreos were the SAME price as regular oreos.



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[Ticket: # 1240277 - Data Caps on Comcast](#)

**Date:** 10/7/2016 8:06:58 AM

**City/State/Zip:** Colonia, New Jersey 07067

**Company Complaining About:** Comcast

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## **Description**

Comcast will start rolling out a 1TB data cap shortly. I feel like this is a huge money grab and will stifle competition. They will allow their own Video services unlimited data usage but will limit others. That seems directly opposite what Net Neutrality is about. Plenty of other countries in the world are able to provide better & faster Internet for a cheaper price, how come the country who invented a majority the Internet is one of the worst when it comes to speed price, etc. Please do not allow Comcast to start data caps. Thank you.

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**Ticket: # 1240289 - Data caps from Comcast**

**Date:** 10/7/2016 8:12:41 AM

**City/State/Zip:** Pittsburgh, Pennsylvania 15217

**Company Complaining About:** Comcast

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## **Description**

The Comcast data caps scheduled to take effect in November , is a significant step backwards for the freedoms and wealth of information the internet provides. Much like the access 'lanes' that were successfully challenged earlier last year, this is a blatant money grab for a company that already makes profits hand over fist. Please don't start charging a citizen for information just because a company figured out a new way to make money off of them. The internet is a utility, not a luxury.

Thank you,

Sincerely,

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[Ticket: # 1241827 - Data caps on my "unlimited internet"](#)

**Date:** 10/7/2016 12:40:27 PM

**City/State/Zip:** Chicago, Illinois 60607

**Company Complaining About:** Comcast

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## **Description**

I recently got an email about data caps on my unlimited internet plan

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**Ticket: # 1240293 - Comcast Data Cap**

**Date:** 10/7/2016 8:12:56 AM

**City/State/Zip:** Indianapolis, Indiana 46254

**Company Complaining About:** Comcast

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**Description**

I have been notified by Comcast that they are starting data caps in my area beginning November 1st. They have set the cap at 1TB, and charge \$10 for every 50GB over, unless I want to pay an extra \$50 per month for unlimited data.

I already pay enough. I have services that back up my data from my personal computers, and if one were to crash, restoring that data would easily set me over the cap. The last game I downloaded was almost 40GB in size.. can you imagine a house with multiple people downloading games all month? Streaming services are bumping their quality up to 4k resolution, but this cap will prevent people from enjoying that service.

I can hit my data cap in less than two days.

How can Comcast insinuate that data is a limited commodity, yet they do not count their on-demand streaming towards your data allowance? Or better yet, why don't they count the data from the open-for-strangers-to-use Wifi network that they force you to have on your wireless router?

The practice of data caps is limiting technological growth and scamming customers.

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**Ticket: # 1240323 - Internet usage limitations**

**Date:** 10/7/2016 8:24:21 AM

**City/State/Zip:** Grand Rapids, Michigan 49505

**Company Complaining About:** Comcast

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**Description**

On November 1 Comcast will be implementing a 1 Terabyte data cap in my area.

This restricts what people access and how they do it by placing an unnecessary, and unfair limitation on the service.

According to their email they believe that "Our data plans are based on a principle of fairness. Those who use more internet data, pay more. And those who use less internet data, pay less".

This new data cap (Which will begin November 1st) was instituted after I was already locked into a 2 year contract, which at the time meant unlimited data. 1 Terabyte is less than unlimited data, who why am I now limited in how much I can access, and still paying the same. The fact that I only use on average 123GB a month, and will likely see no increase in monthly payments, has nothing to do with the fact that there is now a limitation, where none existed before.

While I am not opposed to certain limitations based on speed based on how much is paid. Existing contracted customers should not be subject to new limitations without a fair reduction in price, or ability to break contract without penalty.

If they would like to institute data caps, they need to make new 'Plans', not force them onto existing customers under contract, and require an additional \$50.00 to receive the exact same level of service they were receiving the month prior. If they would like to force a data cap on existing customers, and they value unlimited internet at \$50.00, they should reduce all existing (uncapped) bills by \$50, then if people would like unlimited internet, as they currently enjoy in this area, there would be no additional limitations on the customer.

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[Ticket: # 1240343 - Comcast data caps in houston](#)

**Date:** 10/7/2016 8:32:00 AM

**City/State/Zip:** Cypress, Texas 77429

**Company Complaining About:** Comcast

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### **Description**

Comcast has violated net neutrality ruling by the fcc. They are about to implementa 1tb data cap for all customers. I paid for unlimited now they are capping it.

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**Ticket: # 1240378 - Comcast/Xfinity Data-Cap**

**Date:** 10/7/2016 8:40:37 AM

**City/State/Zip:** Grand Rapids, Michigan 49504

**Company Complaining About:** Comcast

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## **Description**

Comcast/Xfinity has begun data caps in my area which I believe are in clear violation of the Net Neutrality/Open Internet standards put forth by the FCC.

Furthermore, the only reason Comcast has for doing this (since as they said, only 1% of their customer base uses over 1 TB/month) is to discourage customers from using competing services like Netflix in favor of getting a bundled deal with television.

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[Ticket: # 1240365 - Data caps](#)

**Date:** 10/7/2016 8:36:48 AM

**City/State/Zip:** Jacksonville, Florida 32205

**Company Complaining About:** Comcast

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## **Description**

Comcast data caps are ridiculous, 1 TB download cap seems unjust.



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**Ticket: # 1240367 - Comcast Data Cap**

**Date:** 10/7/2016 8:37:06 AM

**City/State/Zip:** Crosby, Texas 77532

**Company Complaining About:** Comcast

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### **Description**

Hello, I just received a letter notifying me of a one terabyte data cap. I think that this is unreasonable and unacceptable. Data is not a finite thing. Internet prices have consistently gone up but service has consistently gotten worse. Comcast is the only available provider for me so there aren't even any other options for me.

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**Ticket: # 1240371 - Data Caps**

**Date:** 10/7/2016 8:39:27 AM

**City/State/Zip:** Detroit, Michigan 48207

**Company Complaining About:** Comcast

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## **Description**

In 2016 I believe that it is my right as a human being to have UNLIMITED access to the internet and all of its vast and glorious information. Comcast has put a data cap on my service all while charging ridiculous prices. This is a breach of contract (I never agreed to a data cap) and this is a breach of my constitutional rights. When the founding fathers mentioned life, liberty, and the pursuit of happiness they did not intend for that to only include media giant Comcast. The internet is a public domain and one that can and should be used by very single US citizen to better themselves and their lives. A data cap is a direct infringement on my well-being and my ability to receive the vital information that is easily obtained on the internet. As plato once said " it is easy to forgive a child who is afraid of the dark, but it is not as easy to forgive a man who is afraid of the light". Please FCC do not let our citizens to fall behind in the global market and economy. We must present the smartest and well informed citizens or else our country will fail. Do not be the first step toward our global decline. Please address this issue.

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**Ticket: # 1240379 - Comcast rolling out 1tb data caps nation wide Nov. 1st**

**Date:** 10/7/2016 8:41:59 AM

**City/State/Zip:** Berne, Indiana 46711

**Company Complaining About:** Comcast

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## **Description**

I'm a Comcast customer, and they will be enforcing 1tb data caps on me next month. My complaints are as follows:

- The 1tb cap is terrible. It might be "OK" for most individuals and families right now, but I believe they're putting this in place so they can gouge people 2-3 years on when 4k streaming, smart homes, and the internet of things are all in full swing. The USA is already well behind other advanced countries when it comes to their internet, and business practices like those of Comcast are a reason why we'll stay like that without the FCC stepping in.
- Other ISP's can't compete in many areas because of exclusivity agreements and legislation in favor of Comcast. I would switch to a better competitor, but cannot because those competitors are never able to bring their services into the areas they want to.

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**Ticket: # 1240384 - Comcast is now adding data caps to my service to discourage me from using competing TV services**

**Date:** 10/7/2016 8:44:37 AM

**City/State/Zip:** Grand Rapids, Michigan 49506

**Company Complaining About:** Comcast

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## **Description**

Comcast is now adding data caps to my service to discourage me from using competing TV services. Comcast has now added an enforced 1tb data cap to their internet packages. Comcast claims 99% of the people do not go over that. The problem is they are now trying to control how I use my internet. With online TV services like Hulu, Amazon and Netflix now producing 4k content 1tb will be used up very quickly. Comcast is trying to control my internet so I have to buy into their TV package. I have chosen not to purchase into comcasts failing TV service, and now I am being punished for it. I would switch companies but Comcast is the ONLY company I am allowed to purchase from.

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**Ticket: # 1240387 - Restrictive data caps used to force me away from competing Internet TV options**

**Date:** 10/7/2016 8:44:56 AM

**City/State/Zip:** Boca Raton, Florida 33433

**Company Complaining About:** Comcast

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**Description**

I have recently heard that Comcast is about to force a restrictive data cap on the internet I purchase from them as of November 1st. As someone who does not have cable, but does subscribe to Netflix, Amazon prime, Spotify, and PS Vue streaming services this behavior by Comcast will force me back to their competing tv services if I want to consume media at a reasonable rate. This is classic anticompetitive behavior designed to save a terrible cable television offering.

I would instantly change to a different service provider if possible, but Comcast has a monopoly on high speed internet cable of streaming in my area. Technology is supposed to advance, but I'm about to be set back a decade by a greedy corporation.

Please Help!

(b) (6)

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**Ticket: # 1240390 - Comcast Datacap**

**Date:** 10/7/2016 8:45:46 AM

**City/State/Zip:** Hobbs, New Mexico 88240

**Company Complaining About:** Comcast

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## **Description**

I am writing to complain about Comcast's new policy of implementing data caps nationwide, even in areas without any competition or alternative options for an internet provider. They are implementing a new profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the SAME service.

<https://www.engadget.com/2016/10/06/comcasts-1tb-data-caps-start-to-roll-out-nationwide/>

This is a huge issue because once again they will prove to other ISPs that they won't lose any significant number of customers (thanks to their monopolies in most of the areas they provide service) which will show that every ISP can do the same thing which will lead to an overall worsening the internet access of millions of people for the benefit of a few board members and investors. Internet access is a fundamental human right. It is a major arm in our right to free speech. It allows untold millions of citizens a voice to be heard that otherwise might be too rural or insignificant to be noticed.

America is already behind most of the other major countries in the world in terms of our access to the internet in both pricing and speeds, and this tactic is absolutely not going to help.

Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How can this game of chicken racing-to-the-bottom approach help anything but Comcast's bottom line at the detriment of the American consumer. I and many other citizens would like for the FCC to step in and finally start implementing some restrictions on these purely profit driven practices that do nothing but harm citizens by further restricting our access to the internet.

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**Ticket: # 1240396 - Comcast 1TB data caps are unreasonable and unacceptable**

**Date:** 10/7/2016 8:47:06 AM

**City/State/Zip:** Streamwood, Illinois 60107

**Company Complaining About:** Comcast

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## **Description**

Here soon Comcast is going to be rolling out 1TB data caps nationwide. With the incoming insurgency of 4K media on Netflix, digitally downloading video games, and other streaming markets, Comcast is unreasonable in imposing this cap because it will be easily achievable. Sure the majority of users probably will never hit this cap (4K technology is relatively new). However, I urge the FCC step in and not let bandwidth CAPS become the norm as it stifles technology innovation and is aimed at sucking money out of the pockets of consumers, where it is not necessary. If Comcast tries to tell you that the pipes they deliver content is getting clogged that is nonsense and you should look at the technical aspect to see that they are money hungry liars.

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**Ticket: # 1244887 - Comcast 1TB data cap is unethical**

**Date:** 10/7/2016 6:45:09 PM

**City/State/Zip:** Dublin, California 94568

**Company Complaining About:** Comcast

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## Description

I received a notice today from Comcast that, effective November 1, 2016, Comcast will be instituting a data cap on my connection of 1 terabyte per month under the guise of "a principle of fairness". I have never filed a complaint with the FCC before, but I am absolutely livid at the spin they are putting on this new policy. I admit my average consumption today is around 400GB, but this is setting a trend that will be devastating for consumers in the long run and profitable for monopolistic ISPs. There is no reasonable competition where I live and I cannot switch providers without taking a large hit in connection speed.

To directly address a few specific points that they made in the announcement: "Those who use more Internet data, pay more. And those who use less Internet data, pay less."

This is untrue. Those who use less do NOT pay less, otherwise they would be pro-rating internet usage under the 1TB cap, which they are NOT doing. The only kickback you get is a measly \$5 credit if you are under 5GB (which is \*0.5%\* of 1TB) and this is only for those on a specific low usage plan that penalizes people who go over, which isn't even applicable for most users. 99.5% of the usage band between 0 and 1TB receives no compensation for decreased usage, and the 0.5% have to be on a special plan, so this has got to be false advertising if I've ever seen it.

Next claim: "One terabyte is a massive amount of data – less than 1% of our customers use that amount in a month."

I can't refute the 1% number. But, if it affects such a small percentage, why would any company in good faith even institute this policy? Well, I can presume why. Usage trends are constantly increasing, and in months and years to come that 1% of users will become 2, then 3, then 10, and up. 4k streaming video is gaining speed, digital downloads of games and movies are increasing, and more and more devices are constantly connected to the internet in a single home.

Comcast isn't stupid. They have to be aware of this trend, and they must be playing the long game. The consumers will lose until either the monopoly is broken, or ISPs are regulated like utility companies and are forced to offer fair prices to all. I actually don't believe charging by usage amount is an ethical practice in general since data is not a limited resource, but that isn't the primary reason for my complaint today.

I hope people are speaking out against this new policy because it's absolutely absurd. For a company with no real competition, they are trying to win in both directions by charging low usage customers a flat fee, and charging the ultra-high usage customers an inordinate fee for overages.

I beg of you, FCC, regulate this company. They have no boundaries. They have no concern for their consumers and are feeding us lies to squeeze as much money out of us as possible. Open internet is a key foundation to the infrastructure of every country in the modern world and it cannot be allowed to be dictated by monopolistic private interests!



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[Ticket: # 1240425 - Internet Data Cap](#)

**Date:** 10/7/2016 8:51:48 AM

**City/State/Zip:** Hastings, Minnesota 55033

**Company Complaining About:** Comcast

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## **Description**

Comcast is rolling out a 1TB a month data cap on home internet in Minnesota starting November 1st. Data caps are designed to decrease usage of video streaming services in order to drive more business towards Comcast's cable TV services or Comcast's own streaming services since they are exempt from the cap. This in my opinion is designed specifically to increase their profits by imposing artificial limits on a users internet service. Since their is no competition in the broadband market I have no other provider to switch to.

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[Ticket: # 1240414 - Comcast data cap](#)

**Date:** 10/7/2016 8:49:38 AM

**City/State/Zip:** Columbus, Indiana 47201

**Company Complaining About:** Comcast

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## **Description**

Comcast initiating data cap on internet usage. I stream several services daily, and pay an exorbitant amount of money to have Comcast - which is the ONLY cable provided available in my area. Data caps on internet are a way for internet providers to cheat bill payers out of additional money.

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[Ticket: # 1240420 - Comcast cap in Utah](#)

**Date:** 10/7/2016 8:50:59 AM

**City/State/Zip:** Salt Lake City, Utah 84118

**Company Complaining About:** Comcast

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## **Description**

Comcast is now imposing a data cap in Utah. This is ridiculous that they can provide questionable service and then put a cap that was not previously in place and expect me to continue to pay. The monopoly on internet service leaves my hand tied and I'm held captive. This is ridiculous.

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[Ticket: # 1240423 - Comcast exploiting market](#)

**Date:** 10/7/2016 8:51:43 AM

**City/State/Zip:** Sacramento, California 95818

**Company Complaining About:** Comcast

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## **Description**

Comcast is blatantly exploiting market by rolling out data caps. I have no other broadband options on my area and pay for the fastest available connection through Comcast.

I can't move to another provider as none offer high speed services. They've stone walled every effort from other companies to bring fiber optic cable to my area and now are going to choke every penny from us.

This is illegal. Has been for years. Stop it!

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**Ticket: # 1240435 - Data Caps**

**Date:** 10/7/2016 8:53:30 AM

**City/State/Zip:** Harleysville, Pennsylvania 19438

**Company Complaining About:** Comcast

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## **Description**

Comcast and most other ISP's are once again trying to squeeze more money out of all of its customers. Data caps are literally pointless unless you want a reason to overcharge people.

I have the triple play with Comcast, Internet is 125 down, 25 up. The only other option was 25 down 12 up. I would have been fine with 75 if it saved me some money but they knew most people would do that so they stopped offering it.

I have 1 TV with HD and DVR that is it. I pay 150 a month I pay the same for my car which I absolutely need. Cable/Internet shouldn't be this expensive let alone capped.

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**Ticket: # 1240436 - Comcast data caps**

**Date:** 10/7/2016 8:53:31 AM

**City/State/Zip:** Crozet, Virginia 22932

**Company Complaining About:** Comcast

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## **Description**

Data caps are unacceptable. Our society is moving rapidly towards more dependency on the internet. Streaming TV services are rapidly growing. To stream 1 hour of HD video, it uses up to 3GB's. That's for just 1 stream. Imagine taking care of grandma who watches TV all day and having two kids. That's just for TV. Listening to music is becoming more popular through streaming services such as Pandora and iHeartRadio. Books...we download them to our kindles or listen to them through Audible. Then there are video games. Video games are now downloaded instead of purchased on CD's. If I were to purchase Elder Scroll Online, I would be required to download 85GB's, or even 65GB's for Grand Theft Auto IV.

Now you have a migration of current services moving strictly to the internet. For example, Verizon is removing copper lines in a push for VoIP services, cell phone providers are enabling Wifi calling on cell phones to combat poor signal reception.

Data caps are a move to kill cord cutting. These are purely profit driven anti-competitive motives. Comcast's new 1TB cap may seem doable now, but what happens as 4K or 8K streaming services become available or as more refrigerators and lights are added to the internet? The U.S. government spent approximately \$160 million in direct subsidies over an 8-year period to fund the backbone network. This doesn't even include local government subsidies. ISP's cannot argue that they need these data caps because cannot do more. They can, but they don't want to because it may cut into their profits. Look how Google or Ting can come into an area and offer not only unlimited gigabit download, but upload as well. Then suddenly Comcast will offer similar services at the same price. America is already over charging significantly for internet and cell phone data services. There is also a severe problem with competition. We are stuck with limited options because regulations are put in place to foster anti-competition. I can't even leave Comcast to show that I am displeased as a customer because there are no other options. Please do not let data caps kill the progress of the internet and milk customers for even more money. Comcast will never stop asking for more.

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**Ticket: # 1240437 - Data Caps**

**Date:** 10/7/2016 8:53:50 AM

**City/State/Zip:** Sterling Heights, Michigan 48312-1556

**Company Complaining About:** Comcast

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### **Description**

Comcast is implementing a 1 terabyte data cap on customers. This goes against the open internet and net neutrality by limiting the use of competing services that use online streaming like Netflix, Amazon, and Hulu. This allows Comcast to have an unfair advantage in the video market place by forcing users to use Comcast cable or face either overage fees or a large fee for unlimited data. There are also reports of Comcast not tracking usage correctly which would allow them to charge more fees although I have not experienced this personally.

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[Ticket: # 1240599 - Comcast imposing internet data caps is wrong.](#)

**Date:** 10/7/2016 9:29:38 AM

**City/State/Zip:** Cottage Grove, Minnesota 55016

**Company Complaining About:** Comcast

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## **Description**

Data caps are an anti-consumer practice designed specifically to increase profits for Comcast



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[Ticket: # 1240445 - Data caps](#)

**Date:** 10/7/2016 8:56:42 AM

**City/State/Zip:** Canton, Michigan 48187

**Company Complaining About:** Comcast

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## **Description**

I live an area where Comcast provides the only high speed internet access. They have just imposed data caps on my internet and charge me the same rate. The fact that I don't have options for internet forces me to use their service and I have no protection as a consumer against their anti-competitive behavior. The internet should be regulated as a title 2 utility which would put it under the same government oversight as our power grid, water, and phone systems.

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**Ticket: # 1240482 - Comcast Data Cap**

**Date:** 10/7/2016 9:05:05 AM

**City/State/Zip:** Colorado Springs, Colorado 80919

**Company Complaining About:** Comcast

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## **Description**

Comcast will be implementing Data Caps in our area, effectively violating the T&Cs of our existing contract with Comcast. The city recently entered into an agreement with them and this immediately followed.

The lack of competition in this area, and their effective monopoly on services here allow them to do this.

This is blow to net neutrality rulings, since in affect, they are penalizes for streaming content which are competitors to Comcast.

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[Ticket: # 1240486 - Comcast Data Caps](#)

**Date:** 10/7/2016 9:06:14 AM

**City/State/Zip:** Westfield, Massachusetts 01085

**Company Complaining About:** Comcast

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## **Description**

Comcast is my only option for internet in my area - how can they be allowed to implement data caps? This will set a terrible precedent. Comcast won't lose any customers over this, since the majority of their customers have no choice in ISP. Other ISPs will likely follow their lead. This needs to be stopped, now. We can't allow the United States to fall behind regarding access to the internet.

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**Ticket: # 1240490 - Comcast Data Cap and unfair Monopolization****Date:** 10/7/2016 9:08:57 AM**City/State/Zip:** Minneapolis, Minnesota 55417**Company Complaining About:** Comcast

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**Description**

Comcast will be instituting a data cap in my area on November 1st, 2016. This is a profit-seeking measure that can only be profitable for Comcast in the long run (up to \$200 in overage charges if one is to exceed their cap, and \$50 more than current rates in order to have "unlimited" data again). Comcast has reported an artificial scarcity of bandwidth and internet availability, one that I do not believe exists. They also have an exclusivity agreement with the building manager for my apartment building, and so they will not allow any competing ISP's to run lines to our building (all of these ISP's offer non-capped data). These two statements are conflicting--are we running out of data/bandwidth and do we therefore need a cap, and if so, shouldn't I be able to acquire that bandwidth somewhere else?

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[Ticket: # 1240498 - Data Caps are Ridiculous](#)

**Date:** 10/7/2016 9:10:08 AM

**City/State/Zip:** Ann Arbor, Michigan 48104

**Company Complaining About:** Comcast

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## **Description**

Companies like Comcast are implementing Data caps on home internet and this is ridiculous. They're using the increase of data and information exchange to their monetary advantage. This definitely isn't a practice that helps the customers. This is a practice for rich CEOs to get richer.

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**Ticket: # 1240507 - Comcast Data Caps**

**Date:** 10/7/2016 9:12:11 AM

**City/State/Zip:** Houston, Texas 77006

**Company Complaining About:** Comcast

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**Description**

Comcast has now added a 1TB data cap to all Houston customers. I am nowhere near reaching the data cap but still view this as a clear attempt at sucking more money out of customers for a completely baseless reason.

There is absolutely no need for internet companies to impose "data caps" on customers. There is simply no reason for it. The internet shouldn't be a "usage based" utility. There isn't a limited supply of it. It's not a commodity. Now Comcast is making people pay an extra \$50 a month for "unlimited data". This is absolutely horrendous and solidifies Comcast as one of the worst companies in America in how they treat their customers.

Even though I personally probably won't be affected by this cap as I am not a heavy internet user, I wanted to file this complaint on behalf of everyone who may be affected by this.

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[Ticket: # 1240522 - Comcast monopoly adding data cap to plan](#)

**Date:** 10/7/2016 9:15:01 AM

**City/State/Zip:** Houston, Texas 77096

**Company Complaining About:** Comcast

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## **Description**

Comcast essentially has an internet monopoly in my area of Houston as they have the only reliable high speed internet access. They are now adding a data cap to their plan in order to prevent competition with their media services. They are prioritizing their own internet traffic (cable tv) and not counting it towards the data cap. Therefore, they appear to be violating net neutrality laws. On top of that, they decided to raise their rates this month. I would love to switch providers but have no other choice for reliably high speed internet.

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**Ticket: # 1240546 - Comcast Data Caps**

**Date:** 10/7/2016 9:18:50 AM

**City/State/Zip:** Canton, Michigan 48188

**Company Complaining About:** Comcast

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**Description**

I am writing to complain about the introduction of data caps by the only 2 cable providers in my area.

Comcast has written myself and thousands of others an email stating "Those who use more Internet data, pay more. And those who use less Internet data, pay less.". "Data" is not a resource that can run scarce, and this is blatant lie to their customer base.

The only limited resource to an internet provider is bandwidth, which is what all internet providers should, and currently are, charging for.

Comcast's latest roll out of data caps is clearly an act to steal more from their customers, and it has no technological justification.

I strongly request that the FCC intervene and put a halt to this unjust business practice, and advocate for consumers in the competition-less market that is the cable industry.

Sincerely,

(b) (6)



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**Ticket: # 1240536 - Comcast Data Cap**

**Date:** 10/7/2016 9:16:38 AM

**City/State/Zip:** Columbus, Indiana 47201

**Company Complaining About:** Comcast

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## **Description**

Comcast is implementing a data cap on internet usage in my area. While the cap is set high at 1TB, this still causes me much concern. I have 6 people in my house and probably 20+ internet facing devices. Comcast provides no way to manage those devices' usage. They also count their own streaming video service (which i pay for in my TV service) toward the internet data cap. This seems like I'm paying them twice for the same thing. This all seems very sketchy to me.

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[Ticket: # 1240547 - Comcast data cap](#)

**Date:** 10/7/2016 9:18:52 AM

**City/State/Zip:** Burnsville, Minnesota 55337

**Company Complaining About:** Comcast

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## **Description**

Comcast data cap needs to be removed. Comcast owns TV and internet service. Their TV service is suffering because people are switching to streaming.... so they are charging streamers more for the data they use. 1tb of data seems like a lot in their words, but it really is not very much. They state that only 1% of people exceed this cap, so whats the point of the cap? its like if you went to a all you can eat buffet, but them limited you on how much food you could take because there was a single person who ate a lot. I normally hit the 1.2-1.3 tb section of this. I am over by 20%, yet will be charged a extra \$50 a month because of this.

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**Ticket: # 1240570 - Comcast Data Caps**

**Date:** 10/7/2016 9:24:04 AM

**City/State/Zip:** Seatac, Washington 98188

**Company Complaining About:** Comcast

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## **Description**

Comcast is going to implement it's Data Caps on more and more customers in the incoming months. These Data Caps are absolutely unacceptable. They are unfair to customers, it is akin to someone having to pay more to their TV provider based on how much TV they watch. In today's age, more and more content is Internet driven and it is necessary to use Data just for daily tasks like paying bills or contacting the customer support of businesses.

It is and unfair business model and not one I ever intended to be a part of. In my apartment Comcast is the only available cable Internet provider. I have no other options for receiving Internet so unfortunately I am stuck with whatever business model they choose to implement.

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[Ticket: # 1240624 - Comcast Data Caps](#)

**Date:** 10/7/2016 9:32:56 AM

**City/State/Zip:** Houston, Texas 77057

**Company Complaining About:** Comcast

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## **Description**

Comcast is now instituting data caps in Houston, and including watching cable television on their network. This is a clear violation of Net Neutrality rules adopted by the FCC, Comcast is using data caps to prevent competition to their media services. They are prioritizing their own internet traffic (cable tv) and not counting it towards your datacap.

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**Ticket: # 1240578 - Comcast data caps**

**Date:** 10/7/2016 9:25:47 AM

**City/State/Zip:** Ferndale, Michigan 48220

**Company Complaining About:** Comcast

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## **Description**

Comcast has taken what appears to be a fair approach to capping people's data, but is doing it in a way that isn't fair to the people around the country. For someone who has a lot of data usage, this is an unfair restriction compared to the unlimited access I've been using with Comcast for the past 10 months. Now I have to pay extra for the same service. The unfortunate part is that there isn't enough reasonable competition for me to switch companies. Plus, with the way Comcast has been adding my bills up in the past in attempts to rip me off, I have no faith in Comcast to moderate my data usage appropriately.

Comcast isn't going to lose customers after this move because it the data cap only impacts a few people and they won't lose customers because there is little competition all over the country. Once they don't lose customers, it will show other ISPs that they enact data caps and not face any consequences. This is a problem because these ISP will further limit the data caps in the future if they're able to profit off people like me who use large amounts of data.

While lots of people in the world would love to have the American internet infrastructure, it is still far from the best in the developed world. There are other major countries in the world beating us price, speeds, and these data limits. Considering how many times companies like Comcast have ripped off the American people, I don't think the internet infrastructure will get any better until Google Fiber is more common. Then we will have another monopoly/duopoly without other proper competition.

Allowing Comcast to enact these data caps is not good for American citizens, it just limits the rights of people in a world where internet usage is one of the most important educational tools we have. This doesn't do anything be restrict our access to the internet at a country, and that's the last step we should be taking.

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**Ticket: # 1240581 - Comcast 1TB Data Cap****Date:** 10/7/2016 9:26:22 AM**City/State/Zip:** Ann Arbor, Michigan 48104**Company Complaining About:** Comcast

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**Description**

Comcast is instituting data caps nationwide, rolling them out to markets like mine in Michigan. Although 1 TB is an insanely large amount of data, if it is allowed now, there is no guarantee that it will always stay so high, and with the rapidly increasing pace of technology, what seems like an enormous amount of data now may seem to be a pittance in the future. Twenty years ago, 16 GB hard drives were considered high technology, more space than anyone would ever need. Today, 16GBs is considered an intolerably small size, you can buy a 16 GB flash drive for about \$4, and it's considered on the small side. Some estimates say that the average American consumes over twice that amount a day in data. When this inevitably happens to 1 TB - which given the increasing pace of technological advancement could be sooner than we think - Comcast will have no incentive to raise the cap because it is a monopoly in most areas. In fact, it has every incentive to lower the cap once it is in place in order to extract more revenue from its mostly-captive customer base. This would restrict, or greatly burden, the internet access of millions of poorer Americans in the process. The UN has declared internet access essential to the protection of many other human rights, and the United States, as the leader of the free world, should never allow a state of affairs to develop on its soil which would so restrict freedoms, especially the freedom of expression.

This move by Comcast shows nothing more than bare, rent-seeking, and base monopoly power; the very thing the Sherman Anti-Trust Act was passed over a century ago to forestall. If Comcast is allowed to do this now, other ISPs with equally-captive customer bases, such as Verizon and Time Warner, may follow suit. If the prevailing paradigm of ISPs as natural monopolies is the only way an internet infrastructure can be constructed, it is long past time that the FCC come out in favor of regulating internet providers like Comcast as full public utilities complete with price control; not only to reign in these egregious abuses, but to promote, and require, innovation in a crucial infrastructure. Although the move by the FCC to start regulating ISPs as common carriers was a good first step, it is worthless if not used. The FCC needs to reign in abuses like these and truly hold Comcast and its ilk accountable for anti-innovation, price-gouging behavior like this.

Sincerely,  
A University of Michigan Law Student

**Sources:**

<https://www.engadget.com/2016/10/06/comcasts-1tb-data-caps-start-to-roll-out-nationwide/>

<http://www.pcworld.com/article/127105/article.html>

<https://www.techdirt.com/blog/innovation/articles/20091209/2356107282.shtml>

[https://en.wikipedia.org/wiki/Right\\_to\\_Internet\\_access](https://en.wikipedia.org/wiki/Right_to_Internet_access)

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[Ticket: # 1240587 - New Comcast Houston Data Cap](#)

**Date:** 10/7/2016 9:27:12 AM

**City/State/Zip:** Houston, Texas 77030

**Company Complaining About:** Comcast

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## **Description**

Comcast just introduced a 1TB data cap in Houston, TX. This is just a way to increase profits for an already highly profitable company. I shouldn't have to pay the same price for a service that has suddenly reduced its capability. I already pay for a certain tier of bandwidth; now I have to pay for data on top of that? How is this a "good practice" for us consumers?

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[Ticket: # 1240604 - Comcast Data Caps](#)

**Date:** 10/7/2016 9:30:01 AM

**City/State/Zip:** St Paul, Minnesota 55106

**Company Complaining About:** Comcast

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## **Description**

Cost of maintaining internet infrastructure is based on speeds and maximum load times, not total data usage. Comcast is planning on rolling out data caps in Minnesota that should be illegal based on consumer protections.



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**Ticket: # 1240610 - Comcast Data Caps under contract**

**Date:** 10/7/2016 9:31:36 AM

**City/State/Zip:** Albuquerque, New Mexico 87114

**Company Complaining About:** Comcast

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## **Description**

I am a Comcast customer in Albuquerque NM. I signed a 1 year contract with Comcast and they didn't have data caps when I signed. They are now enforcing them and changing the rules.

Just to be clear, on my highest bandwidth month, I've only used 20% of the cap. My complaint is out of principle. I do not personally benefit either way.

Besides the fact that these data caps are ridiculous and anti-competitive, they undermine an agreement already in place.

However, seeing as Comcast has a monopoly, I have no choice

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**Ticket: # 1240612 - Comcast Internet Data Caps****Date:** 10/7/2016 9:31:56 AM**City/State/Zip:** Grand Rapids, Michigan 49505**Company Complaining About:** Comcast

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**Description**

I received an email yesterday from my ISP, Comcast, that they will be instituting 1 TB data caps on my internet service. This is unacceptable and an obvious ploy to squeeze more money out of their users. This is also a slippery slope that helps to reinforce their fight against Net Neutrality. We MUST fight to keep the internet neutral or it will never be the same. Please, do your duty to keep the internet equal for everyone.

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**Ticket: # 1240627 - Data Caps**

**Date:** 10/7/2016 9:33:48 AM

**City/State/Zip:** Houston, Texas 77003

**Company Complaining About:** Comcast

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## **Description**

ISP's have steadily been rolling out data caps, and I haven't been affected until now (Comcast). Comcast says it's "innovation" but all I'm foreseeing is what basically what cell phone providers have recently done. They are limiting data for certain people who use the most and making them pay for it if they want to continue using the normal amount they use. ISPs like Comcast are already monopolies in the areas they offer their services and are getting increasingly greedy. Why isn't the FCC cracking down on these data caps in the name of Net Neutrality?? Yeah Comcast's 1TB data cap is more than most (300-350GB), but with the increasing number of 4k streaming options along with 4k online gaming among many other things, that data is going to be chewed up quickly in 1 month's time. Comcast is rolling data caps out in portions to make sure there is no mass uprising, and when it's 100% rolled out, Comcast is just going to sit back and let the overage charges roll in. Something needs to be done sooner rather than later.

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**Ticket: # 1240630 - Comcast Data Cap**

**Date:** 10/7/2016 9:34:19 AM

**City/State/Zip:** Houston, Texas 77023

**Company Complaining About:** Comcast

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### **Description**

Comcast is implementing a data cap for its broadband customers. Due to the limitations of competition, I am now being put into a corner. As a cord cutter, this will severely push back my families abilities to study, socialize, and entertain. Please help comcast rethink this. Thanks.

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**Ticket: # 1240636 - Anti-Competitive Data Caps**

**Date:** 10/7/2016 9:35:26 AM

**City/State/Zip:** League City, Texas 77539

**Company Complaining About:** Comcast

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## **Description**

I signed up for Comcast service in late July as in the area I recently moved into there is no other option for broadband providers which have sufficient up stream. I specifically asked about data caps when I signed up. They informed me that there are no caps in my area and no plans to implement them. I signed a 2 year contract.

Fast forward 2 months to today and I now have an email informing me that my usage will be capped starting in November. This is dirty and underhanded. Not only that but data is only capped for websites not owned by Comcast. This means that the video streaming sites that compete with comcast will chew up my bandwidth. Comcast is offering an unlimited plan for \$50 more per month.

So the effect is that if I do not sign up for Comcast's TV and streaming services I will still need to pay \$50/month to use a competitor's service. Further research indicates that Comcast is only implementing this policy in areas where it has virtually no competition.

In summary Comcast has:

1. Materially changed their terms of service for customers under contract leaving them no recourse to leave the contract if they do not agree to the new terms.
2. Capping data for competitors websites but not their own, effectively punishing customers for competing services
3. Only implemented this policy in areas which they have a near monopoly on consumer Broadband.

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**Ticket: # 1240645 - Anti-Competitive Data Caps**

**Date:** 10/7/2016 9:36:42 AM

**City/State/Zip:** Dickinson, Texas 77539

**Company Complaining About:** Comcast

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## **Description**

I signed up for Comcast service in late July as in the area I recently moved into there is no other option for broadband providers which have sufficient up stream. I specifically asked about data caps when I signed up. They informed me that there are no caps in my area and no plans to implement them. I signed a 2 year contract.

Fast forward 2 months to today and I now have an email informing me that my usage will be capped starting in November. This is dirty and underhanded. Not only that but data is only capped for websites not owned by Comcast. This means that the video streaming sites that compete with comcast will chew up my bandwidth. Comcast is offering an unlimited plan for \$50 more per month.

So the effect is that if I do not sign up for Comcast's TV and streaming services I will still need to pay \$50/month to use a competitor's service. Further research indicates that Comcast is only implementing this policy in areas where it has virtually no competition.

In summary Comcast has:

1. Materially changed their terms of service for customers under contract leaving them no recourse to leave the contract if they do not agree to the new terms.
2. Capping data for competitors websites but not their own, effectively punishing customers for competing services
3. Only implemented this policy in areas which they have a near monopoly on consumer Broadband.

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**Ticket: # 1249902 - Comcast not honoring agreement, re: Data Cap**

**Date:** 10/9/2016 9:24:32 PM

**City/State/Zip:** Atherton, California 94027

**Company Complaining About:** Comcast

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## **Description**

Hi, When I signed up for Comcast a year ago (I moved to the bay area which they have monopolized, so no choice), I purchased their "extreme 250" which was their most expensive and fastest package with one intention- that I would not, nor ever have to watch a data meter. Even though it hadn't hit California yet, I knew their intention was to implement the "trial" data caps in every area they had monopolized as it's a free revenue stream for a commodity they pay the same static rate for.

So I reached out to Comcast Saturday morning and the rep I spoke to over chat- confirmed that I would NOT have a data cap because of my internet package.

8 hours later, I received an email stating that the data cap was being implemented Nov 1st. I assumed it was an email they sent to everyone, and simply a mistake. But knowing comcast and their history of lies and stealing from their customers I called where I was told Comcast would not be honoring their agreement, which I have in writing from Saturday morning (attached) AND and the rep I spoke to essentially told it doesn't matter as they don't have to honor their agreements, even in writing. I expect Comcast to honor their agreement, as that's why I paid an exorbitant amount for internet the past year. The Confirmation Im exempt from their data caps is attached in the email conversation at the bottom of the email thread.

Thank you,

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[Ticket: # 1240652 - Comcast Xfinity Data caps](#)

**Date:** 10/7/2016 9:38:11 AM

**City/State/Zip:** Crown Point, Indiana 46307

**Company Complaining About:** Comcast

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## **Description**

Comcast has recently introduced a 1TB data cap in my market. There is no evidence that this improves service for other users, and is plainly a ploy to bilk more money out of their customers. I'd switch ISP's, but there are literally no other options in my area. So, I have to pay their price or else have no internet. How this doesn't constitute a monopoly on something that is ubiquitous in our culture and necessary for our modern lives defies logic and rational thought.



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**Ticket: # 1240657 - Comcast Data Caps**

**Date:** 10/7/2016 9:38:53 AM

**City/State/Zip:** Atlanta, Georgia 30317

**Company Complaining About:** Comcast

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**Description**

Comcast has enjoyed a nationwide monopoly/oligopoly for many years, both in the areas of cable television and cable internet. Now, with customers leaving their television service in droves they have decided to flex their monopolistic muscles and begin charging customers more for the same service. Yesterday, I received a letter from Comcast informing me that they would begin enforcing arbitrary "data caps" - a concept which has no technological justification other than a vague, hand-wavey dismissal of 'fairness' - on my account.

In short, if I want to receive the exact same service I have received for years, as a loyal customer, I must begin paying an EXTRA \$50 per month to continue enjoying unlimited data. They claim that they are "increasing" their previous limits, as a courtesy to the customer - limits that were never enforced and never advertised, and therefore never actually existed. They've taken my virtually unlimited access to information, crippled it, and put an additional price tag on it.

This is a clear punishment towards the millions of customers who have opted not to purchase television service, and rely on heavy internet usage for streaming shows and entertainment. It is blatantly anti-competitive against Netflix, Hulu and Amazon, their largest competitors in the television market.

I beg the FCC to put a stop to this. There is no technical reason to enforce data caps, there is no additional cost to provide more bits & bytes to the customer. It is time to break up the Comcast monopoly; force them to rent out their service lines - divide the internet service provider from the cable lines they so greedily exploit.

America is already struggling, with other countries far surpassing us in quality and cost of internet access. We need to take action, to remain competitive in the global marketplace and ensure internet service is as cheap and available as any other utility, such as phone lines or water.

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**Ticket: # 1240658 - Data Caps**

**Date:** 10/7/2016 9:38:57 AM

**City/State/Zip:** Battle Creek, Michigan 49017

**Company Complaining About:** Comcast

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## **Description**

Comcast sent me a letter yesterday informing me of new data caps coming to my area. This seems very unfair since they are the only cable internet provider in my area. Recent reports suggest they and other cable companies are already running at a 97% profit margin for high speed internet.

[http://www.huffingtonpost.com/bruce-kushnick/time-warner-cables-97-pro\\_b\\_6591916.html](http://www.huffingtonpost.com/bruce-kushnick/time-warner-cables-97-pro_b_6591916.html)

Since in most locations you only have the choice of one cable company I don't believe they should be able to charge whatever they feel like.

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**Ticket: # 1240661 - Comcast Data Caps**

**Date:** 10/7/2016 9:39:54 AM

**City/State/Zip:** La Porte, Texas 77571

**Company Complaining About:** Comcast

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**Description**

Comcast is rolling out data caps nationwide. They claim that it's about fairness, which is laughable. It's about more profits for a company that already has a monopoly on service for my area. Unless you are fine with less than 40 mbit downstream speeds, you have to use Comcast in my area.

Comcast's CEO has admitted that these aren't about network costs, as more data traveling over the network has an infinitesimal effect on the cost of maintaining the network. Instead it's a "business decision". Translation? Profit driven.

Most importantly, Comcast is BLATANTLY violating net-neutrality by allowing unlimited usage and consumption of cable television over the same wires. They are now offering Netflix over their cable television service, so all that potential Netflix traffic bypasses this new limit.

Please FCC, PLEASE step in and do something to prevent this company from further gouging their customers. They continually compare their pricing model to a utility. "If you use more electricity, you pay more." "If you use more water, you pay more." Well surprise! Utility companies are heavily regulated by the government.

This monopoly is hurting customers, and should not be allowed to continue to do so.

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**Ticket: # 1240672 - Comcast data cap / abuse of local monopoly.**

**Date:** 10/7/2016 9:41:28 AM

**City/State/Zip:** Puyallup, Washington 98373

**Company Complaining About:** Comcast

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## **Description**

Comcast/Xfinity is imposing a cap on residential internet service of 1 TB and charging for all data over that amount. This amount is woefully inadequate for even basic access to streaming video (Non-4k) and digital gaming. With basic computer maintenance such as updates and patching, as well as game updates for existing library across 2 Xbox consoles, several hundred gigabytes can be used for legitimate purposes. When you add Netflix or Amazon prime to the mix, our family of 5 frequently approaches or passes this woefully inadequate and totally unnecessary data cap. As someone who works from home as often as possible, I am helping other citizens of Washington by not clogging Washington roads in Seattle/Bellevue as I commute around to various clients. Yet if I have to upload/download large files from servers, I will quickly exceed my data cap. This is yet another example of how Comcast will stifle innovation and choke business.

A leaked internal memo has proven that this cap is not necessary for network management and instead is being used to generate additional revenue only. In addition, Comcast exempts its own television streaming services from the data cap. This data cap has the potential to raise someone's bill by \$50-\$200/month.

Comcast knows they have no competition in my region and "appropriately" prices their internet services accordingly. The only competitor in my suburban area is CenturyLink which does not even offer broadband -- their DSL is a "maximum" of 8Mbps, which is just completely unworkable. Additionally, Comcast offers additional speed tiers but does not increase the data cap accordingly, allowing customers to be billed extra even faster.

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**Ticket: # 1240675 - Comcast Data Caps**

**Date:** 10/7/2016 9:41:45 AM

**City/State/Zip:** Kingshill, U S Virgin Islands 20850

**Company Complaining About:** Comcast

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**Description**

Obviously you're aware that Comcast is implementing 1TB data caps in many states throughout the nation starting 11/1.

It's troubling that as a consumer, I have no real choice to change service providers in my area if I disagree with Comcast's change in policy. Sure, DSL is available through CenturyLink, but it's no longer a viable alternative. Technology should move forward, not backward.

What bothers me most about it is right outside my property, I can see a fiber line up on the phone pole used to deliver services to municipal buildings like schools and private businesses who are willing to pay the premium for fiber. The run of fiber is maybe 30 feet from my house. I use this fiber provider for my business, but I can't even talk to the provider about residential services, due to the no-compete contract Comcast has with my city.

How is fair or legal?

I encourage you to pressure Comcast to remove any existing data caps, and refrain from implementing any new anti-consumer policies in the future.

Further, I would ask that you consider legislation to allow other ISPs to compete with Comcast in municipal markets such as mine, where fiber is clearly available, but unusable in any residential capacity.

Thank you.

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[Ticket: # 1240679 - Data caps with comcast](#)

**Date:** 10/7/2016 9:42:21 AM

**City/State/Zip:** St Paul, Minnesota 55105

**Company Complaining About:** Comcast

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## **Description**

I currently have comcast xfinity internet in the twin cities area and they are starting to roll out data caps on personal home internet. This is unacceptable; it's thievery at best and infringing tenets of net neutrality and freedom of speech at worst. The FCC MUST start to take steps to ensure that data caps on home internet are abolished.

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[Ticket: # 1240687 - Comcast/Xfinity Data Caps](#)

**Date:** 10/7/2016 9:43:50 AM

**City/State/Zip:** Chicago, Illinois 60618

**Company Complaining About:** Comcast

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## **Description**

Comcast/Xfinity are rolling out 1TB data caps for their internet customers. In 2016 with a major push towards cord cutting and moving to a more internet-connected lifestyle this serves Comcast and is predatory/opportunistic. The plans were sold as not having data caps. In my area the only option for truly high speed internet is Comcast as AT&T does not offer sufficient bandwidth for my needs.

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[Ticket: # 1240719 - Comcast conflict of interest with data Cap](#)

**Date:** 10/7/2016 9:50:50 AM

**City/State/Zip:** Anon, Pennsylvania 19106

**Company Complaining About:** Comcast

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## **Description**

Comcast doesn't count it's own streaming service against their 1 TB data cap. This is a clear and obvious attempt to favor it's own service and attempt to manipulate customers into buying their cable service as opposed to another streaming service (HBO.com, NFL.com, Hulu, etc). As higher definition streaming services are rolled out, taking up 8-20 GBs of data per hour, this chicanery will become more and more transparent.



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[Ticket: # 1240769 - Comcast](#)

**Date:** 10/7/2016 10:00:14 AM

**City/State/Zip:** Aurora, Colorado 80011

**Company Complaining About:** Comcast

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## **Description**

I would like to file a complaint with Comcast for imposing a data cap on my service. Where I live in have no other choice of Internet and Comcast is taking advantage of me and everyone else in my community by imposing data caps. The only reason to have data caps is to make more money off your existing consumers knowing they have no other options.

Thank you,

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[Ticket: # 1240733 - Comcast Data Cap](#)

**Date:** 10/7/2016 9:54:07 AM

**City/State/Zip:** Lititz, Pennsylvania 17543

**Company Complaining About:** Comcast

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## **Description**

Comcast is putting data caps on all account across the united states,. With no other option for internet, a basic utility, I will have no other choice but to stay with Comcast once they bring it to my area.

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**Ticket: # 1240757 - Comcast Data Caps**

**Date:** 10/7/2016 9:58:38 AM

**City/State/Zip:** Highlands Ranch, Colorado 80126

**Company Complaining About:** Comcast

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## **Description**

It has come to my attention that Comcast is rolling out national data caps. This is a direct result of the monopoly that Comcast operates under. Since they are allowed to operate as a monopoly, the result is high prices and reduced service. Everywhere Comcast is forced to compete (eg: Google Fiber) their prices have come down and their service has increased. It's time to take steps to break up Comcast or allow competition such as Google fiber or municipal broadband.

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[Ticket: # 1240765 - data cap on internet](#)

**Date:** 10/7/2016 9:59:44 AM

**City/State/Zip:** Canton, Michigan 48187

**Company Complaining About:** Comcast

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### **Description**

No one likes data caps, and it doesn't cost an ISP anything to remove them. Data caps on internet should be illegal

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[Ticket: # 1240785 - Comcast Data Cap](#)

**Date:** 10/7/2016 10:03:07 AM

**City/State/Zip:** Cedar Falls, Iowa 50613

**Company Complaining About:** Comcast

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## **Description**

It's infuriating that a company like Comcast is trying to muscle it's competition out with data caps that severely limit and undermine their customers needs and ability to access internet. This data cap is an infringement and a detriment to free internet and sets a dangerous precedent going forward. I will not support any company that tries to infringe on my rights to reliable internet through means of limits and dishonesty.

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[Ticket: # 1240795 - Implementation of Data Caps - Comcast](#)

**Date:** 10/7/2016 10:04:13 AM

**City/State/Zip:** Houston, Texas 77018

**Company Complaining About:** Comcast

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## **Description**

As the only viable option (read reliable & fast), I find this announcement for the implementation of data caps in my area as a great threat to the meaning of net-neutrality. While I may not be meeting or exceeding the data caps at the present, with the rise of 4K video capabilities and the migration to streaming services, I find this to be anti-competitive and monopolistic. If I had other options available in my area (I don't), I would no longer be a customer of Comcast.

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**Ticket: # 1240797 - Comcast 1TB Data Cap**

**Date:** 10/7/2016 10:04:25 AM

**City/State/Zip:** Bloomfield Hills, Michigan 48302

**Company Complaining About:** Comcast

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## **Description**

Comcast has begun rolling out a 1TB data cap for the entire United States today, (<https://www.engadget.com/2016/10/06/comcasts-1tb-data-caps-start-to-roll-out-nationwide/>). This is an unacceptable limitation for Americans who use the internet for streaming media onto multiple devices, and the fact that Comcast has not added this charge until now proves that it is simply a cash-grab and not in response to any increase in cost for network maintenance or increased competition. Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

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[Ticket: # 1240799 - Data cap being imposed.](#)

**Date:** 10/7/2016 10:04:28 AM

**City/State/Zip:** Albuquerque, New Mexico 87113

**Company Complaining About:** Comcast

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## **Description**

I received an email yesterday from Comcast notifying me, as of November 1st 2016, that there will be a data cap they will be imposing. There were no previous data caps on my account. The email disguises the data cap as something I am gaining for free, instead of the penalty it is. This is anti-consumer and



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**Ticket: # 1240801 - Comcast Data Caps**

**Date:** 10/7/2016 10:04:48 AM

**City/State/Zip:** Herndon, Virginia 20171

**Company Complaining About:** Comcast

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## **Description**

This is wholly anti-competitive behavior on Comcast's part, they are slowly transforming into America's ISP monopoly. You need to put a stop to their new "1TB" data cap rollout program or else it will become the norm. Data is not a nonrenewable resource, it doesn't have an expiration nor does it have a finite source. As file download sizes (i.e. uncompressed DSLR camera images, Steam video game downloads, and 4K video streaming content) continually expand, consumers will be increasingly hard pressed to avoid going over an arbitrary limit set by a company. A lot of ISPs don't do this currently, but Comcast is slowly monopolizing the country's ISP options, and it won't be long before all internet consumers in America will be victim to this extortion. Please put a stop to Comcast.

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[Ticket: # 1240805 - Comcast data caps](#)

**Date:** 10/7/2016 10:05:09 AM

**City/State/Zip:** Round Lake, Illinois 60073

**Company Complaining About:** Comcast

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## **Description**

ISP data caps should be illegal. I don't care how large the cap is, internet usage will always be an increasing trend, streaming 4k tv, and downloading windows updates. Comcast and AT&T are only trying to weaken their competitors such as Netflix, instead of providing a service that the consumer wants. Comcast and AT&T are the only two hardwired ISP's in my area, and they both have unnecessary data caps.

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**Ticket: # 1240808 - Comcast turning on Data Caps in Washington State**

**Date:** 10/7/2016 10:05:49 AM

**City/State/Zip:** Woodinville, Washington 98072

**Company Complaining About:** Comcast

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## **Description**

Comcast has completely disregarded the concept of a "free and open internet" by turning on Data Caps in most markets. Please remember that you have repeatedly called internet access a utility, but that definition data caps are illegal. Please grow a pair and please fight them, ignore their 40 ft yachts they promise to you. Tell their lobbyists to go screw themselves, be above reproach. Do what you were hired/asked to do. Protect our internet access and don't let companies such as Comcast, Verizon, AT&T, etc. hold Americans hostage.

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[Ticket: # 1240815 - Comcast Data Cap](#)

**Date:** 10/7/2016 10:07:16 AM

**City/State/Zip:** Houston, Texas 77096

**Company Complaining About:** Comcast

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## **Description**

Unhappy with Comcast data cap. I have no option for internet that does not include an arbitrarily-low data cap and Comcast has admitted in the past that this is all about profit. A monopoly or duopoly should not have the right to impose data caps on the internet absent true competition.

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[Ticket: # 1240816 - Data cap is anti-customer](#)

**Date:** 10/7/2016 10:07:18 AM

**City/State/Zip:** Albuquerque, New Mexico 87110

**Company Complaining About:** Comcast

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## **Description**

Comcast is running a monopoly on Mid-Tier Broadband service and this new data cap is a fantastic way for them to further extort money from the masses. Now, most of you guys won't ever come close to tapping that ceiling, however, as technology improves and internet speeds get faster, and more household adopt 4k television sets and use services like Netflix which is capable of streaming at 4k quality, it adds up. One hour of 4k viewing on Netflix alone is 7 gigabytes. This is how it starts..

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**Ticket: # 1240818 - Comcast 1TB Data Caps**

**Date:** 10/7/2016 10:07:35 AM

**City/State/Zip:** Colorado Springs, Colorado 80903

**Company Complaining About:** Comcast

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## **Description**

Comcast changed their data cap policy 3 months into my contract by setting a 1TB data cap. If companies are going to have the ability to change terms of contract on an individual then so should a user.

I would change net providers but they are the only providers in my area.

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**Ticket: # 1240900 - Comcast Data Caps**

**Date:** 10/7/2016 10:20:41 AM

**City/State/Zip:** Washington, Pennsylvania 15301

**Company Complaining About:** Comcast

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## **Description**

Comcast is nationally rolling out a new wave of data caps, because they have a giant monopoly on most locations. It is time something is done.

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**Ticket: # 1240823 - Data caps - comcast**

**Date:** 10/7/2016 10:09:23 AM

**City/State/Zip:** Saint Albans, Vermont 05478

**Company Complaining About:** Comcast

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## **Description**

Comcast has enjoyed a nationwide monopoly/oligopoly for many years, both in the areas of cable television and cable internet. Now, with customers leaving their television service in droves they have decided to flex their monopolistic muscles and begin charging customers more for the same service.

Yesterday, I received a letter from Comcast informing me that they would begin enforcing arbitrary "data caps" - a concept which has no technological justification other than a vague, hand-wavey dismissal of 'fairness' - on my account.

In short, if I want to receive the exact same service I have received for years, as a loyal customer, I must begin paying an EXTRA \$50 per month to continue enjoying unlimited data. They claim that they are "increasing" their previous limits, as a courtesy to the customer - limits that were never enforced and never advertised, and therefore never actually existed. They've taken my virtually unlimited access to information, crippled it, and put an additional price tag on it.

This is a clear punishment towards the millions of customers who have opted not to purchase television service, and rely on heavy internet usage for streaming shows and entertainment. It is blatantly anti-competitive against Netflix, Hulu and Amazon, their largest competitors in the television market.

I beg the FCC to put a stop to this. There is no technical reason to enforce data caps, there is no additional cost to provide more bits & bytes to the customer. It is time to break up the Comcast monopoly; force them to rent out their service lines - divide the internet service provider from the cable lines they so greedily exploit.

America is already struggling, with other countries far surpassing us in quality and cost of internet access. We need to take action, to remain competitive in the global marketplace and ensure internet service is as cheap and available as any other utility, such as phone lines or water.



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[Ticket: # 1240824 - Comcast Data Caps](#)

**Date:** 10/7/2016 10:09:24 AM

**City/State/Zip:** Ann Arbor, Michigan 48108

**Company Complaining About:** Comcast

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## **Description**

I believe that Comcast's data caps should be unlawful and are a blatant abuse of power. It's virtually impossible for anyone to compete with either them or TWC. We've entered an age where everyone is using the internet for streaming media and with larger sized music/movie/game files as well as higher resolution streaming. It is simply extortion of the American People.

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[Ticket: # 1240839 - Comcast's introduction of 1 terabyte caps is anti-competitive and monopolist](#)

**Date:** 10/7/2016 10:10:56 AM

**City/State/Zip:** Oakland, California 94601

**Company Complaining About:** Comcast

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## **Description**

Data caps, especially when put in place by a company which aggressively promotes its legacy "cable" television, is nothing short of a long-term anti-competitive strategy to smother innovation and stifle adoption of 4K streaming content while offsetting revenue from declining cable television subscriptions through overage fees. Contrary to claims of infrastructure reinvestment and "fairness," this move is a blatant cash grab designed to extract more money from people who are already often not getting what they pay for (in terms of speeds). Companies like Youtube, Hulu, and Netflix already pay Comcast for the additional traffic they use, and now Comcast is turning around and abusing its market position to double dip and pinch the consumer on the other end as well.

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[Ticket: # 1240844 - Data cap](#)

**Date:** 10/7/2016 10:11:26 AM

**City/State/Zip:** Colorado Springs, Colorado 80918

**Company Complaining About:** Comcast

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## **Description**

Comcast recently decided to institute a data cap for the Mountain West region. This has the effect of limiting streaming services due to the data cap, forcing users to obtain unwanted TV service with comcast, as they exempt their own streaming services from the data usage total. This is a clear violation of the spirit of net-neutrality.

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[Ticket: # 1240860 - Data Caps on internet](#)

**Date:** 10/7/2016 10:14:09 AM

**City/State/Zip:** Seattle, Washington 98102

**Company Complaining About:** Comcast

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## **Description**

I have just been informed that come November, Comcast will be rolling out data caps in the state of Washington where I reside. As a Comcast user and as an interned user this news is very disappointing and should be seen as a step back. I would like the FCC to take a step to end data caps on internet and preserve the idea of net neutrality as the US moves into a more digital and connected age.

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[Ticket: # 1240865 - Comcast data caps](#)

**Date:** 10/7/2016 10:14:45 AM

**City/State/Zip:** Brooklyn Center, Minnesota 55429

**Company Complaining About:** Comcast

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## **Description**

Comcast is rolling out data caps in my area. While the cap is high enough that it should not be a problem right now, it WILL be a problem within a few years as more content becomes 4K. This policy seems like a shameless money grab, and is very anti-competitive. They are trying to stop people from using services like Netflix and want them to use their own streaming services which conveniently uses a different "channel" than the internet and doesn't count against your data use. I would prefer to use a different provider because of these policies, but Comcast is the only landline provider that services my home. Because that is a common case with ISPs, companies like Comcast should be prevented from doing this kind of anti-competitive behavior.

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**Ticket: # 1258012 - Comcast Data Caps****Date:** 10/12/2016 2:40:45 PM**City/State/Zip:** Boulder, Colorado 80301**Company Complaining About:** Comcast

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**Description**

I have recently learned that Comcast will be enacting data caps of 1TB/month in my area. I find it unreasonable that a company try and "ration" something such as bits of data that flow freely through an infrastructure that customers already pay for through their monthly premium. Data caps hurt the consumer's ability to choose additional services that require high bandwidth, such as media streaming, game downloading, and more. It hurts our economy as a whole as people give up services that they would otherwise pay for. Internet, unlike utilities such as water or electricity, do not have a higher cost associated with higher usage once an infrastructure is in place. We are faced with a product which breaks the traditional supply-and-demand model because supply becomes truly infinite. Comcast is akin to a company that charges you to install an air vent in your home. They have a right to charge you for the labor and materials to install the vent, but they do not have the right to charge for the amount of air that flows through the vent. Down the road, they may charge you more for a larger vent as your needs expand, but again, it would be absurd to try and then limit the amount of air you are allowed to draw from an effectively infinite source. These practices must not be allowed to continue, as it only hurts the consumer and enriches a monopolistic entity. Consumers deserve better, and we will not stand for it.

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**Ticket: # 1240883 - Comcast data caps**

**Date:** 10/7/2016 10:17:36 AM

**City/State/Zip:** Fall River, Massachusetts 02720

**Company Complaining About:** Comcast

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## **Description**

Comcast has decided nationwide that you are only allowed so much data, so much internet, so much usage, even though there is no technical or financial limitation that require data caps. This is completely wrong. If I could switch my ISP I would but my apartment complex has a deal with Comcast so that they're the only cable provider that I can have. I am forced to endure their shady business practices with no power to change it. As the FCC I implore you to push legislation to change this

Thank you for all your hard work

(b) (6)

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**Ticket: # 1240889 - Comcast Data caps**

**Date:** 10/7/2016 10:18:30 AM

**City/State/Zip:** Fountain, Colorado 80817

**Company Complaining About:** Comcast

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## **Description**

I was notified yesterday that Comcast is changing my internet plan to a 1 TB data cap. This has been identified as being highly inaccurate and they provide no proof to their customers that the data use is correct other than "they said so". So I am at their whim to be over billed. As a network engineer myself, what they are doing is wrong. This isn't a limited supply of data like water restrictions. This is simply them enforcing a rate plan to make more money since everyone is dropping their phone and tv service. This was also done just after the city has signed a contract with Comcast and when there is no other major competition in the area.



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[Ticket: # 1240926 - Comcast's new policy](#)

**Date:** 10/7/2016 10:24:51 AM

**City/State/Zip:** Bloomfield Hills, Michigan 48304-2140

**Company Complaining About:** Comcast

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## **Description**

Comcast is instituting data caps nationwide, rolling them out to markets like mine in Michigan. Although 1 TB is an insanely large amount of data, if it is allowed now, there is no guarantee that it will always stay so high, and with the rapidly increasing pace of technology, what seems like an enormous amount of data now may seem to be a pittance in the future. Twenty years ago, 16 GB hard drives were considered high technology, more space than anyone would ever need. Today, 16GBs is considered an intolerably small size, you can buy a 16 GB flash drive for about \$4, and it's considered on the small side. Some estimates say that the average American consumes over twice that amount a day in data. When this inevitably happens to 1 TB - which given the increasing pace of technological advancement could be sooner than we think - Comcast will have no incentive to raise the cap because it is a monopoly in most areas. In fact, it has every incentive to lower the cap once it is in place in order to extract more revenue from its mostly-captive customer base. This would restrict, or greatly burden, the internet access of millions of poorer Americans in the process. The UN has declared internet access essential to the protection of many other human rights, and the United States, as the leader of the free world, should never allow a state of affairs to develop on its soil which would so restrict freedoms, especially the freedom of expression.

This move by Comcast shows nothing more than bare, rent-seeking, and base monopoly power; the very thing the Sherman Anti-Trust Act was passed over a century ago to forestall. If Comcast is allowed to do this now, other ISPs with equally-captive customer bases, such as Verizon and Time Warner, may follow suit. If the prevailing paradigm of ISPs as natural monopolies is the only way an internet infrastructure can be constructed, it is long past time that the FCC come out in favor of regulating internet providers like Comcast as full public utilities complete with price control; not only to reign in these egregious abuses, but to promote, and require, innovation in a crucial infrastructure. Although the move by the FCC to start regulating ISPs as common carriers was a good first step, it is worthless if not used. The FCC needs to reign in abuses like these and truly hold Comcast and its ilk accountable for anti-innovation, price-gouging behavior like this.

Sincerely,

A University of Michigan Law Student

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**Ticket: # 1240890 - Comcast Data Cap**

**Date:** 10/7/2016 10:19:10 AM

**City/State/Zip:** Ann Arbor, Michigan 48104

**Company Complaining About:** Comcast

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**Description**

My ISP (Comcast) is rolling out data caps nationwide. While the current cap (1TB) seems like plenty of space, that could change quickly, given the rapid change that computing is subject to.

This kind of decrease in quality while charging the same price is exactly the type of exploitation that the Sherman Antitrust Act was designed to protect. The FCC needs to exercise its regulatory authority over legal monopolies to prevent them from taking anti-competitive and anti-customer actions like this.

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**Ticket: # 1240891 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 10/7/2016 10:19:12 AM

**City/State/Zip:** San Francisco, California 94117

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1240893 - Comcast Data Caps**

**Date:** 10/7/2016 10:19:19 AM

**City/State/Zip:** Seattle, Washington 98116

**Company Complaining About:** Comcast

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## **Description**

I'm very concerned about the new rollout of comcasts so called "data caps". I have very limited selection (2 ISP's) in my area, which is more than most people can say. I don't understand how a company who sells one of the major utilities in our lives isn't regulated as one. When my power company wants to change practices or raise rates, those changes have to be passed by a non partisan commission that gets the final say. How can a BASIC utility like the internet not be regulated to the same degree? Shouldn't the FCC or a local commission have the same say as to whether data caps are ok or even needed? This change seems like a pinpoint method for targeting cord cutters and either steering them back into Cable TV or off of things like Netflix and onto some terrible service comcast will roll out that won't count against these "data caps". PLEASE do not let them run roughshod over the nations internet infrastructure. Regulated Utilities or bust.

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**Ticket: # 1240897 - Comcast Data Cap**

**Date:** 10/7/2016 10:20:02 AM

**City/State/Zip:** East Grand Rapids, Michigan 49506

**Company Complaining About:** Comcast

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### **Description**

Comcast just notified me that I was going to be charged more for my internet plan if I went over a given data cap. I don't believe my existing contract contains that clause, so I'm wondering why they can just throw this at me.

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[Ticket: # 1240910 - Comcast Data Caps](#)

**Date:** 10/7/2016 10:22:24 AM

**City/State/Zip:** Bellefonte, Pennsylvania 16823

**Company Complaining About:** Comcast

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## **Description**

Comcast will be rolling out data caps in November of 1TB. In today's world of digital information and streaming services, this cap will seriously hinder my day to day life.

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**Ticket: # 1240911 - New Data Cap by Comcast**

**Date:** 10/7/2016 10:22:25 AM

**City/State/Zip:** Galveston, Texas 77550

**Company Complaining About:** Comcast

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## **Description**

Yesterday I received an email stating that Comcast is putting in place a 1 TB data cap in the Houston market, where I live. In order to use more than 1 TB, they will either charge me \$10 per 50 GB more I use, or I can pay a flat \$50 a month rate to get unlimited data (note that I'm still charged \$50 even if I don't exceed 1 TB if I sign up for the unlimited data plan).

In today's world, 1 TB is not enough. Normally, my wife and I use about 650 GB/month, but last month I used 1.078 TB after watching 3 seasons of The Blacklist in 4k on Netflix. That's about 400 GB more just because of 4K TV. As the 4K format gets more popular, data usage will far exceed a 1 TB data cap. Keep in mind this amount of usage is from 2 people. I can't imagine how much data a family with kids uses each month.

In addition, I plan on getting an over-the-top TV service soon with AT&T, Hulu, Vidgo, and others all releasing internet TV plans in the near future. Since these are provided over the internet, it will cut into my monthly data allowance. There is no doubt in my mind that data caps are a retaliation to the new internet TV services. Comcast is limiting how long I can watch internet TV and is artificially raising the cost of over-the-top TV services. An over-the-top TV service can cost around \$25-60 a month. However, if I want the freedom to watch how much I want, I have to pay Comcast an extra \$50 a month. That raises the price of my TV service to \$75-110 a month. Over-the-top TV services are supposed to free consumers from being beholden to the local cable company for TV, but superficial data caps do nothing but keep the cable company's monopoly on TV services.

Data caps also put streaming services such as Netflix, Amazon Prime, and Hulu at a disadvantage. If consumers reach their data cap, they can no longer watch these services.

Today's world is also becoming cloud based. I have a personal media server of all the movies and TV shows I have bought (I own them all legally) that exceeds 4 TB of data. I will soon be placing all of this on Amazon's cloud servers so that I can access my personal media anywhere. However, if I wanted to download my server, say to create a backup drive, that would use 4 TB of data! How am I supposed to manage a cloud server if the data I own exceeds my monthly data cap?

Another issue I have is how data usage is recorded. I have not measured my own usage and compared it to Comcast's official number, but I have read accounts where people claim that Comcast says they used more data than they actually have. How am I supposed to trust Comcast to report my correct data usage when it's in their benefit to say I used more?

Comcast is arguing data caps are fair because those who use more internet should pay more. I have a couple issues with that argument. First, as I explained above, 1 TB is not enough data in a world of 4K, over-the-top TV services, streaming services, and cloud services. Second, people are already charged more based on their download speeds. Thus charging more for both download speeds and data usage is hitting consumers in the wallet twice .



In conclusion, I believe that data caps limit consumers' freedom to watch what they want and on what service they want. Data caps serve only to keep the cable companies' monopoly.

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[Ticket: # 1240946 - Comcast 1TB data caps](#)

**Date:** 10/7/2016 10:29:02 AM

**City/State/Zip:** Santa Maria, California 93455

**Company Complaining About:** Comcast

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## **Description**

Comcast introduction of this 1TB data cap is unethical for locations where they are the only high speed internet provider such as in my area. With the increase in HD streaming, 4K streaming and every connected device now downloading gigs of updates and patches 1TB of data is not enough. Thus forcing you to sign up for unlimited data at \$50 more a month or sign up for there television and streaming services which of course does not count against the data cap.

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**Ticket: # 1240917 - Comcast 1TB Data Cap****Date:** 10/7/2016 10:23:21 AM**City/State/Zip:** East Lansing, Michigan 48823**Company Complaining About:** Comcast

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**Description**

Comcast recently implemented a 1TB data cap in my area. Although it's fairly generous there's no technical reason for it which been admitted by Comcast themselves on several occasions. The cap is just another way to bill more for existing services. Like many others in the US, I don't have another choice for >25mbps internet aside from Comcast and and they're very much aware of this fact.

In a time when most countries (including significantly less developed countries) are drastically increasing bandwidth, reliability, and competition while lowering prices, in the US we're stuck with one or two viable options if we're lucky and they're clearly running the show unopposed while avoiding direct competition leaving regional monopolies and related business practices.

Now, customers are paying for both the bandwidth and data consumption in a time when internet access is more important than ever.

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[Ticket: # 1240928 - Comcast data cap](#)

**Date:** 10/7/2016 10:25:02 AM

**City/State/Zip:** Brighton, Colorado 80601

**Company Complaining About:** Comcast

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### **Description**

It is ridiculous that comcast is allowed to put a data cap and con people into paying way more than they should for internet data.

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[Ticket: # 1240931 - comcast rolling out data caps](#)

**Date:** 10/7/2016 10:26:36 AM

**City/State/Zip:** Broomfield, Colorado 80020

**Company Complaining About:** Comcast

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## **Description**

I have been made aware that comcast is going to be imposing a new data cap here in colorado on Nov. 1. I am very upset at this move as it is completely unjustified. I am now expected to pay 50 dollars more for the same service I have been receiving for years, or I can pay the same and live with a data cap that has no reasonable justification. Those are my only two options because comcast is the only internet provider in my area because of a complete lack of any competition for years and years. For the FCC to allow this to happen would be yet another mistake which will only foster this horrible monopoly to continue. I for one am sick and tired of the complete lack of quality of customer service, price of services, and lack of other options. All of this is do to a lack of regulation, which is what only you can do.

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**Ticket: # 1240934 - Comcast Data Cap**

**Date:** 10/7/2016 10:28:02 AM

**City/State/Zip:** Monroe, Washington 98272

**Company Complaining About:** Comcast

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## **Description**

I object to Comcast subjecting my internet account to unfair 1TB data cap limit per month. Internet access should be considered a utility and not a monopoly. I only have one way to access the internet and that is through comcast. I also utilize a cloud backup service to store my locally backed up data in the cloud. This alone exceeds the data cap limit 1.5 times. I should not be penalized to backup my data to the cloud. I also stream a lot of movies, this too would blow past the 1TB limit. Please have Comcast remove this unneeded restriction. It's only there to make more money for Comcast, plain and simple.

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**Ticket: # 1240961 - Net Neutrality - specifically, Net neutrality vs Comcast**

**Date:** 10/7/2016 10:33:27 AM

**City/State/Zip:** San Francisco, California 94110

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

I have recently heard Comcast is rolling out data caps to users. While caps in general are less than desirable, I am also learning that this cap only applies to certain services.

I believe his is very unfair. I do design in San Francisco. I couldn't even imagine a customer deciding to not use my product based on how a cable service regulates its use.

Any help for preventing this type of behavior would be very beneficial to not only product makers like myself but also to keeping the products that rely on cable services fair.

Thank you for your time,

(b) (6)

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[Ticket: # 1240964 - Comcast data caps](#)

**Date:** 10/7/2016 10:33:52 AM

**City/State/Zip:** Philadelphia, Pennsylvania 19127

**Company Complaining About:** Comcast

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## **Description**

As a digital gamer who downloads new release games on a frequent basis, a 1 TB data cap is absolutely unacceptable. Luckily I have fios, but what's to stop them from following suit? A single game downloaded could take up around 10-20% of that cap, and that is without factoring in regular internet use and video streaming. It's absolutely wrong to impose data caps when the data they're providing costs no more one way or the other. It's arbitrary regulation on a "utility" that shouldn't be regulated as such. I hope you see the light and halt Comcast and other providers from stealing from customers like this.



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**Ticket: # 1240971 - Internet data caps**

**Date:** 10/7/2016 10:34:45 AM

**City/State/Zip:** Las Cruces, New Mexico 88011

**Company Complaining About:** Comcast

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## **Description**

Currently live in New Mexico and have Comcast as an ISP. We have not had data caps on internet and there haven't been any problems. Suddenly Comcast wants to impose data caps on our internet for no reason other than a money grab. This data cap seems to have been put into place to punish those that don't use Comcast's expensive video services. 4k video is on the rise and the data cap being put into place will cause overages once 4k video becomes the norm. Since there is no competition, we are left with no decent choices in ISP in this area. It is ridiculous for an ISP that provides internet over wires to impose any type of data cap when they can upgrade their infrastructure to accommodate more people. I haven't seen any major infrastructure upgrades made by Comcast so they are just using data caps to punish their customers and hurt online video services that are in direct competition with them. It's just a money grab.

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[Ticket: # 1240972 - Data caps from Comcast](#)

**Date:** 10/7/2016 10:34:56 AM

**City/State/Zip:** Denver, Colorado 80210

**Company Complaining About:** Comcast

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### **Description**

I am writing to complain about the recent data cap policy announced by Comcast. After years of lobbying local governments to prevent competition, Comcast is now attempting to price gouge its users by limiting the amount of data they can use. This is unacceptable.

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**Ticket: # 1240973 - Comcast 1TB Data Caps**

**Date:** 10/7/2016 10:35:17 AM

**City/State/Zip:** Silver Spring, Maryland 20902

**Company Complaining About:** Comcast

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## **Description**

Data caps on home internet are unreasonable. The cap that Comcast is setting now may only affect a small percentage of their customers now but as digital media continues to grow, both in terms of use and size, many more customers will start hitting their limits in the coming years. A single video game download can use up over 5% of a 1TB cap.

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**Ticket: # 1240975 - Data Caps / Monopolistic Actions**

**Date:** 10/7/2016 10:35:32 AM

**City/State/Zip:** Bemidji, Minnesota 56601

**Company Complaining About:** Comcast

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**Description**

With Comcast announcing that they are rolling out nationwide data caps beginning November 1, 2016 Comcast is showing that Monopolistic companies with deep ties into federal politics through special interest groups and lobbyists can do as they want to the hard working American public.

Comcast is playing victim the whole way claiming the FCC is "stifling innovation", yet they are already showing their hand now. Comcast wishes to divide the internet up to prefer 1 service over another by having content partnerships. (eg, Amazon VOD doesn't count on Verizon Fios, but Netflix does, etc).

My other big fear is the industry wants to offer "packages" much like cellphone providers currently do and divide everyone up into paying more for less service.

The worst part of this currently is most providers are monopolies. I don't see how turning the internet into multiple tiers is innovative.

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**Ticket: # 1240979 - Comcast Data Caps**

**Date:** 10/7/2016 10:36:02 AM

**City/State/Zip:** Broomfield, Colorado 80020

**Company Complaining About:** Comcast

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## **Description**

Comcast is retroactively enabling data caps on Internet plans. When I signed up for the service it was unlimited usage, now with the data cap I may face overages which is different than what was advertised when I signed up for a two year contract. Now Comcast has altered the deal and changed their policy to make it more expensive to use 3rd party video services over their own TV service.

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**Ticket: # 1240982 - New Comcast Data Cap Policy**

**Date:** 10/7/2016 10:36:35 AM

**City/State/Zip:** Aurora, Colorado 80012

**Company Complaining About:** Comcast

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**Description**

To Whom It May Concern:

I'm writing to you in hopes to launch a complaint against my internet service provider, Comcast. I received an email notification from one of their staff members stating that effective November 1st, they will start enforcing a data cap on all Comcast users. I've attached the email that they have sent to me.

The email states that I only use 288GB worth of bandwidth, but this concerns me because there are months where I download large video game files and watch HD streams of Netflix and other streaming services. Also, as 4K technologies mature, I anticipate that I will move onto those services, which will take me to this data cap within days.

I believe that the actions of Comcast goes against the ruling earlier this year favoring net neutrality. I'm a strong supporter of net neutrality and I believe that this ruling protects the public from practices such as this action that Comcast is taking. I feel that they are violating this ruling and I hope that their actions can be reviewed and appropriate action can be taken.

If there's additional information that I can provide, please let me know.

Thank you for all of your assistance in this matter,

(b) (6)

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**Ticket: # 1240983 - Limitation of Free Speech and Communication**

**Date:** 10/7/2016 10:36:58 AM

**City/State/Zip:** Denver, Colorado 80249

**Company Complaining About:** Comcast

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**Description**

Recently it was announced that Comcast, our ISP provider, decided to initiate data caps on our internet account. I feel this greatly restricts my ability to share my messages, limit my free speech and freedom. This is an outrageous money grab by a monopolistic company and is truly unfair.

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[Ticket: # 1240985 - Comcast data cap](#)

**Date:** 10/7/2016 10:37:25 AM

**City/State/Zip:** Albuquerque, New Mexico 87114

**Company Complaining About:** Comcast

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## **Description**

Comcast is implementing fast track data and data caps in the albuquerque metro area. As we've already seen with cities across the country, this is very anticonsumer, and given the push by companies like comcast to create effective monopolies in internet service, the fcc needs to intervene.



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**Ticket: # 1241003 - Comcast Imposing Data Caps**

**Date:** 10/7/2016 10:43:07 AM

**City/State/Zip:** Noblesville, Indiana 46060

**Company Complaining About:** Comcast

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**Description**

I just received an email from my ISP (Comcast) that they are imposing a data cap effective November 1st of this year. I believe this is solely intended to stifle my use of streaming television services instead of their cable package. I also believe that as video quality of streaming services continues to improve it will become impossible to stay under this cap and avoid the stated penalty charges. It's hard to view this cap as anything more than a way to unnecessarily charge customers and for Comcast to up their profits at our expense.

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**Ticket: # 1241010 - Comcast Data Caps**

**Date:** 10/7/2016 10:43:40 AM

**City/State/Zip:** San Francisco, California 94116

**Company Complaining About:** Comcast

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## **Description**

I find it absolutely repulsive that Comcast will be rolling out nationwide data caps. In an age where the internet and it's vast amount of data are almost necessities within daily life, being limited seems like a scummy way to earn extra. (Being that unlimited data cap costs extra) With all the new streamable media, how do they expect us to stay within 1TB?

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**Ticket: # 1257962 - Comcast (and other) data caps.**

**Date:** 10/12/2016 2:37:16 PM

**City/State/Zip:** Medford, Oregon 97501

**Company Complaining About:** Comcast

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## **Description**

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

Why this is flawed:

There is no guarantee of accuracy or transparency:

Regardless of your stance on the matter there should be no argument that internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

Discourages cord cutting and stifles competition:

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

Users have little choice in what ISP they must subscribe to:

The Internet is no longer a luxury that most can live without. For many it has become an essential utility much like electricity.

In any thread regarding complaints against Comcast or any ISP for that matter the main complaint of users is that they have no choice in their ISP ("Save us Google Fiber!"). Those lucky enough to live in major metropolitan areas may be fortunate enough to have the choice of maybe two or more ISPs but for many users the local ISP is the only choice they have which grants that business a monopoly in their area. In a happier world there would be dozens of ISPs each competing with each other and vying for market share so the poor behavior of one company only provides an opportunity for another to gain more customers. Sadly most Americans don't live in that kind of free economic environment.

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**Ticket: # 1241011 - Comcast Data Cap Oregon**

**Date:** 10/7/2016 10:43:51 AM

**City/State/Zip:** Tigard, Oregon 97223

**Company Complaining About:** Comcast

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**Description**

It has come to my attention that my ISP, Comcast, will be implementing a 1TB data cap starting in November. This is an unacceptable practice. This stifles the sharing of ideas and knowledge on the internet, while lining Comcast's pockets. My increased data usage costs Comcast nothing, this is a cash grab, pure and simple. I am asking the FCC to take a stand on this issue and protect our open internet from corporate greed. Please stand against data caps. Thank you. (b) (6)

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[Ticket: # 1241026 - Comcast data caps expansion](#)

**Date:** 10/7/2016 10:48:11 AM

**City/State/Zip:** North Little Rock, Arkansas 72116

**Company Complaining About:** Comcast

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### **Description**

Is anyone at the FCC listening? Lots of customers are not happy with internet data caps. Comcast is rolling out caps in more markets on 11/1. If I do not go over my 1TB cap, can I get a reward or a discount ? Of course not.... Please advise.

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**Ticket: # 1241016 - Data Caps and Lack of Competitors**

**Date:** 10/7/2016 10:44:08 AM

**City/State/Zip:** White Plains, New York 10601

**Company Complaining About:** Comcast

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## **Description**

Today on engadget.com, I read about Comcast introducing Data Caps to its customers. Comcast is taking the profit driven approach and capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years it's now an extra \$50. For the same service.

It's a bigger deal than that because they'll show that they aren't losing many customers after the move, because those customers are captive cannot switch ISPs. Many Americans have no choice in their ISP and companies like Comcast know their customers are at their mercy. Worse, it will show other ISPs that they can do the same thing, overall reducing access and the quality of American internet service to make a quick buck for the ISPs.

While I'm not a Comcast customer myself I am worried about how my ISP (Verizon) will react knowing that another company can cripple their customers internet access, and charge them extra for the same service they've had for years.

There is no technical reason to enforce data caps, there is no additional cost to provide more bits & bytes to the customer. This will only become more expensive for customers as 4K resolution, streaming services, and more items become "smart" and require internet access. We need to take action, to ensure that American internet access remains competitive, and available like all other utilities. More importantly, we need to return the freedom of choice to customers, and break-up the monopolies ISPs have on many of our communities.

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**Ticket: # 1241136 - Comcast Data Caps**

**Date:** 10/7/2016 11:08:31 AM

**City/State/Zip:** Vacaville, California 95688

**Company Complaining About:** Comcast

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### **Description**

Completely unacceptable to have data caps in this day and age where technology is continuing to evolve and most services are digital.

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**Ticket: # 1241021 - Comcast California Data Caps**

**Date:** 10/7/2016 10:46:45 AM

**City/State/Zip:** Berkeley, California 94703

**Company Complaining About:** Comcast

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## **Description**

These proposed data caps are stifling innovation and adding an unnecessary burden that is being transferred onto consumers. There have never been caps as to how many hours of television one can watch without penalty, so why does this new issue apply to networked communications? This should be investigated - data is not a commodity, and should not be managed as such.



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[Ticket: # 1241028 - Data caps](#)

**Date:** 10/7/2016 10:48:35 AM

**City/State/Zip:** Princeton, Illinois 61356

**Company Complaining About:** Comcast

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## **Description**

In a growing technological world the use of data caps by Comcast is unacceptable. The majority of the country uses streaming services to watch their TV and movies. Kid's games are getting bigger and bigger and eat up the caps quickly. I pay a lot of money to have good internet and I shouldn't have to worry about going over my data.

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**Ticket: # 1241036 - Comcast Internet 1TB data limit**

**Date:** 10/7/2016 10:50:48 AM

**City/State/Zip:** Little Canada, Minnesota 55113

**Company Complaining About:** Comcast

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## **Description**

To whom it may concern.

I have been a Comcast internet customer for over 5 years. I feel like the new 1 terabyte bandwidth cap that will go into effect in my area on November 1, 2016 to be unreasonable. Over the last few months my data usage has been over 1TB and it will probably only grow as newer technologies such as 4K movies, games, TV, etc become more widely available. Comcast has time and time again proven that they do not care what the customers want, but only the profits they receive from them. Unfortunately for me there is no other ISP in my area that meets my requirements for internet usage. So I am in fact stuck with Comcast's inherent price gouging and monopolizing.

I feel like this data cap needs to be stopped as there is scientifically no reason for data caps to exist. If Comcast wants to sell internet to millions of people throughout the nation, they should have the infrastructure in place to accommodate all the users.

The fact that I have been paying for unlimited internet all of these year and now Comcast wants to charge me extra because I use more than the average Joe is ridiculous.

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[Ticket: # 1241038 - Comcast use of Data Caps](#)

**Date:** 10/7/2016 10:50:58 AM

**City/State/Zip:** Denver, Colorado 80218

**Company Complaining About:** Comcast

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## **Description**

Comcast has implemented a data cap on my internet usage, saying that my current usage (2x their new "limit") will now cost me an additional \$50 to use the same features that I have. I am currently in a contract with them, so this is even more unacceptable. In my location Comcast is the only ISP around, which makes this even more ridiculous.

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**Ticket: # 1241041 - Comcast Data Cap**

**Date:** 10/7/2016 10:51:46 AM

**City/State/Zip:** Woods Cross, Utah 84087

**Company Complaining About:** Comcast

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**Description**

The new data caps on Comcast are completely unreasonable. Last month I streamed over 2TB of data through Netflix and other services so I would be directly affected by this. This keep me and others like me from using gaming services, Netflix and others which compete with Comcast. Comcast is mostly doing this to limit competition and punish cord cutters. I'm paying for different tier speeds already this is just punishing those that get the higher speeds and can download more in a month in theory.

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[Ticket: # 1241073 - Data caps.](#)

**Date:** 10/7/2016 10:57:33 AM

**City/State/Zip:** Bartlett, Illinois 60103

**Company Complaining About:** Comcast

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## **Description**

Data caps are just a ploy to get more money. In today's day and age, internet has become a utility. Unlike a water shortage, there is no reason to ration internet access! There is an unlimited amount of data that can be transferred. It's not right that Comcast is rolling out data caps for home use. It's infuriating that because they have the money, they can block progress in America with asinine data caps.

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[Ticket: # 1241067 - Comcast data caps](#)

**Date:** 10/7/2016 10:56:44 AM

**City/State/Zip:** Vacaville, California 95687

**Company Complaining About:** Comcast

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## **Description**

Comcast is implementing a data cap on its internet service in California next month to stifle competition with its cable TV offerings. As a user of Netflix and PlayStation VUE , I will likely exceed these limits and be forced to pay penalties for using an alternative to Comcasts service. In my area, Comcast is the only internet provider. This is unfair and is allowing Comcast to eliminate consumer choice through monopoly and control of what should be a public utility.

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[Ticket: # 1241080 - Comcast data limits](#)

**Date:** 10/7/2016 10:57:47 AM

**City/State/Zip:** West Point, Utah 84015

**Company Complaining About:** Comcast

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## **Description**

Soon, the Comcast company will be putting a data cap on all home plans for their Internet service at 1 terabyte. As a family of 5, with multiple streaming devices, cell phones, personal computers and gaming consoles in our home, we will likely hit that limit rather frequently then be required to pay an additional fee to expand our service each month, prohibiting us from truly seeing the value of our already high bill payments.

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**Ticket: # 1241082 - Data Cap**

**Date:** 10/7/2016 10:58:02 AM

**City/State/Zip:** Henniker, New Hampshire 03242

**Company Complaining About:** Comcast

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## **Description**

Comcast has recently announced the expansion of their data cap program across the united states, expanding into full states and implementing a 1TB data cap for fixed cable internet customers in ever expanding markets.

Comcast is using their position as a large ISP, and tv provider in many markets where there is a natural monopoly to engage in anti competitive behavior. Comcast is adding a punishment to users who stream and cord-cut by putting a limit on the amount of content they can consume while incentivising customers to stick with their cable tv service, which has no artificial limitation.

With the growing quantity of 4k streaming, cloud services, digital game downloads (of significant and growing size) audio streaming services, and photo backup services it is only a matter of time before the 1TB data cap is overrun.

Comcast has promised me a certain speed of internet connection and then limited the quantity of time that I can use it for. With my connection of 150Mb/s download I can run through Comcast's 1TB data cap in 15 hours 46 minutes and 14 seconds assuming 10% overhead. They are artificially limiting the amount of time customers can use their connection.



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[Ticket: # 1241096 - Comcast applying Data Caps](#)

**Date:** 10/7/2016 11:01:09 AM

**City/State/Zip:** Portland, Oregon 97214

**Company Complaining About:** Comcast

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## **Description**

Data Caps are a scheme used by Comcast to fleece consumers out of money and are despicable. Comcast is a de facto monopoly, when threatened by competition Comcast will behave as expected, but when competition is removed, recently shown by the announcement that Google Fiber was pulling out of Portland, Comcast moves to gouge customers.

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**Ticket: # 1241098 - Comcast Enacting Data Caps in my Area**

**Date:** 10/7/2016 11:01:26 AM

**City/State/Zip:** Indianapolis, Indiana 46268

**Company Complaining About:** Comcast

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**Description**

Comcast has been sending out notifications that they are enacting data caps effective November 1st, 2016. A 1 terabyte data cap will be imposed and the owner will have to pay \$50 per 10 gigabytes over the cap. This may seem like a lot of data for most people, but let's not be deceived for what this really is; a scam. 4K content streaming is right around the corner for mainstream use. Once that kicks in people will see themselves hitting the 1TB data cap in no time. Bandwidth throughput is not a finite source like electricity or water. It is a resource that is easily scaled with development; which we all know Comcast has been lacking even after receiving billions in tax-payer funds back in 2007-2008 to build the proper infrastructure in the first place.

This is an overreach on Comcast's part and the FCC needs to step in and take legal action against this monopoly. The only other company I have access to in my area is AT&T, they too have data caps, I would pay more for less bandwidth as well.

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**Ticket: # 1241102 - Unacceptable Comcast data caps**

**Date:** 10/7/2016 11:02:12 AM

**City/State/Zip:** Santa Maria, California 93455

**Company Complaining About:** Comcast

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## **Description**

In this ever increasing connected world, limiting internet access with any data caps is unacceptable. As more and more people "cut the cord" to save money, we rely more and more on internet access to get our news, access entertainment, and even protect our families (as in internet connected security cameras and alarm systems). Forcing consumers to pay more for access to the internet instead of improving existing infrastructure hurts consumers as well as restrict emerging technology. Companies selling connected technology will find an ever decreasing market as consumers are forced to decide if any new technology will adversely affect their access to the internet. A good example is the emergence of 4k televisions. Within the upcoming year and onward, 4k TVs will become the standard, but will be a huge data hog for those who stream. Meanwhile, companies like Comcast are making massive profits off their internet service which they have already maximized to the point where their cost to provide is almost trivial. Internet at this time has become a basic utility for the majority of Americans and needs to be treated as such. Allowing data caps only restricts the use for everyone and does not allow internet providers the ability to improve service in the long run. As long as Comcast is able to limit access, or force people to pay more for an imagined crisis of bandwidth usage, they will never provide a better service as they claim this will allow them to do.

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**Ticket: # 1241105 - Comcast anti-competitive data caps**

**Date:** 10/7/2016 11:02:51 AM

**City/State/Zip:** Aurora, Colorado 80014

**Company Complaining About:** Comcast

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## **Description**

Yesterday, I received a letter from Comcast informing me that they would begin enforcing arbitrary "data caps" - a concept which has no technological justification - on my account.

In short, if I want to receive the exact same service I have received for years. As a loyal customer, I must begin paying an extra \$50 per month to continue enjoying unlimited data. They claim that they are "increasing" their previous limits, as a courtesy to the customer - limits that were never enforced and never advertised, and therefore never actually existed. They've taken my virtually unlimited access to information, crippled it, and put an additional price tag on it.

It is blatantly anti-competitive against Netflix, Hulu, and Amazon, their largest competitors in the television market.

I beg the FCC to put a stop to this. There is no technical reason to enforce data caps, there is no additional cost to provide more bits & bytes to the customer. It is time to break up the Comcast monopoly.

America is already struggling, with other countries far surpassing us in quality and cost of internet access. We need to take action, to remain competitive in the global marketplace.

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[Ticket: # 1241106 - Comcast - 1 TB data caps](#)

**Date:** 10/7/2016 11:03:00 AM

**City/State/Zip:** Clifton, New Jersey 07011

**Company Complaining About:** Comcast

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## **Description**

Dear Tom,

Data caps are terrible, and despite the fact that 1 TB is a lot of data right now, it won't be a few years from.

Please stop Comcast from doing this.

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[Ticket: # 1241107 - Data caps for internet usage](#)

**Date:** 10/7/2016 11:03:01 AM

**City/State/Zip:** Kansas City, Missouri 64152

**Company Complaining About:** Comcast

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## **Description**

Comcast data caps are unacceptable.

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**Ticket: # 1241109 - Data Caps**

**Date:** 10/7/2016 11:03:57 AM

**City/State/Zip:** Sacramento, California 95823

**Company Complaining About:** Comcast

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## **Description**

Comcast is instituting a 1TB data cap beginning November 1st. Due to lack of competition in my area, they are the only carrier with broadband speeds available to me (25mbps & up). These new caps can be avoided with a \$50 dollar fee on top of what customers are currently paying.

The additional fee should make it quite clear this is nothing but a targeted rate hike. Many studies show that data caps do nothing to reduce peak time usage of internet & only curtail overall usage.

With digital streaming of TV & Digital delivery of games 1TB will quickly become a fraction of a user's monthly usage.

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**Ticket: # 1241111 - Comcast unfairly restricting Internet access**

**Date:** 10/7/2016 11:04:46 AM

**City/State/Zip:** Lake Forest Park, Washington 98155

**Company Complaining About:** Comcast

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## **Description**

Comcast has enjoyed a nationwide monopoly/oligopoly for many years, both in the areas of cable television and cable internet.

Now, with customers leaving their television service in droves they have decided to flex their monopolistic muscles and begin charging customers more for the same service.

Yesterday, I received a letter from Comcast informing me that they would begin enforcing arbitrary "data caps" - a concept which has no technological justification other than a vague, hand-wavey dismissal of 'fairness' - on my account.

In short, if I want to receive the exact same service I have received for years, as a loyal customer, I must begin paying an EXTRA \$50 per month to continue enjoying unlimited data. They claim that they are "increasing" their previous limits, as a courtesy to the customer - limits that were never enforced and never advertised, and therefore never actually existed. They've taken my virtually unlimited access to information, crippled it, and put an additional price tag on it.

This is a clear punishment towards the millions of customers who have opted not to purchase television service, and rely on heavy internet usage for streaming shows and entertainment.

It is blatantly anti-competitive against Netflix, Hulu and Amazon, their largest competitors in the television market.

I beg the FCC to put a stop to this. There is no technical reason to enforce data caps, there is no additional cost to provide more bits & bytes to the customer. It is time to break up the Comcast monopoly; force them to rent out their service lines - divide the internet service provider from the cable lines they so greedily exploit.

America is already struggling, with other countries far surpassing us in quality and cost of internet access. We need to take action, to remain competitive in the global marketplace and ensure internet service is as cheap and available as any other utility, such as phone lines or water.



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**Ticket: # 1241124 - Comcast bandwidth cap**

**Date:** 10/7/2016 11:06:04 AM

**City/State/Zip:** Houston, Texas 77043

**Company Complaining About:** Comcast

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## **Description**

Comcast has enjoyed a nationwide monopoly/oligopoly for many years, both in the areas of cable television and cable internet. Now, with customers leaving their television service in droves they have decided to flex their monopolistic muscles and begin charging customers more for the same service. Yesterday, I received a letter from Comcast informing me that they would begin enforcing arbitrary "data caps" - a concept which has no technological justification other than a vague, hand-wavey dismissal of 'fiarness' - on my account.

In short, if I want to receive the exact same service I have received for years, as a loyal customer, I must begin paying an EXTRA \$50 per month to continue enjoying unlimited data. They claim that they are "increasing" their previous limits, as a courtesy to the customer - limits that were never enforced and never advertised, and therefore never actually existed. They've taken my virtually unlimited access to information, crippled it, and put an additional price tag on it.

This is a clear punishment towards the millions of customers who have opted not to purchase television service, and rely on heavy internet usage for streaming shows and entertainment. It is blatantly anti-competitive against Netflix, Hulu and Amazon, their largest competitors in the television market.

I beg the FCC to put a stop to this. There is no technical reason to enforce data caps, there is no additional cost to provide more bits & bytes to the customer. It is time to break up the Comcast monopoly; force them to rent out their service lines - divide the internet service provider from the cable lines they so greedily exploit.

America is already struggling, with other countries far surpassing us in quality and cost of internet access. We need to take action, to remain competitive in the global marketplace and ensure internet service is as cheap and available as any other utility, such as phone lines or water.

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**Ticket: # 1241128 - Unreasonable data caps for 2016 internet usage**

**Date:** 10/7/2016 11:06:41 AM

**City/State/Zip:** Santa Fe, New Mexico 87508

**Company Complaining About:** Comcast

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## **Description**

Comcast is now rolling out their 1 terabyte data caps to more states. These data caps are completely unreasonable, the overage charges are completely against an Open Internet. They argue that the data caps affect only 1% of customers, but if this was true, there would be no need for the caps, as the usage should not affect their services availability. They also claim that the average customer uses only 75 GB of data a month. A single digital video game download can easily reach 75 GB. With no reasonable competition in my area (no competitors come close to matching the speed of Comcast as they are DSL and not cable) I have no choice but to stick with Comcast and risk paying ridiculous overage charges. My starting bill is already at \$60 per month and will easily reach hundreds when the data cap roll out. That is not the price of Open Internet. Very few people can afford internet that costs hundreds of dollars per month, yet going over 1 TB of data in a month is so easy in 2016.

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[Ticket: # 1241140 - Data Caps](#)

**Date:** 10/7/2016 11:09:12 AM

**City/State/Zip:** Holland, Michigan 49423

**Company Complaining About:** Comcast

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## **Description**

Data caps are restricting the spread of knowledge throughout our country. Data is a limitless item, how can you put a cap on something that costs the same if I use one versus 1 million?

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**Ticket: # 1241149 - Comcast Cap in Area**

**Date:** 10/7/2016 11:10:37 AM

**City/State/Zip:** Colorado Springs, Pennsylvania 80918

**Company Complaining About:** Comcast

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## **Description**

As of November 1st Comcast is implementing a data cap of 1 TB in Colorado Springs where I live. Yes this cap is pretty high, but I'm also a very tech oriented house hold. I have many devices running and servers and get close to that cap each month. Why implement a cap at all if they're going to make one that high? This cap is anti-customer and servers no purpose other than to hinder the heavy data users in the area. I appreciate any time devoted to this issue. Thank you.

(b) (6)

Colorado Springs, CO 80918

(b) (6)

Comcast User

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[Ticket: # 1241153 - Comcast data caps.](#)

**Date:** 10/7/2016 11:11:02 AM

**City/State/Zip:** Wheaton, Illinois 60187

**Company Complaining About:** Comcast

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## **Description**

The data caps are unacceptable. It's an embarrassing halt of progress for America.

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[Ticket: # 1241162 - Data Caps](#)

**Date:** 10/7/2016 11:11:45 AM

**City/State/Zip:** Cary, Illinois 60013

**Company Complaining About:** Comcast

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## **Description**

Comcast plans to roll out a 1 TB data capture per month, in 2016 when so many things are reliant on digital media this is absolutely unacceptable. Other countries have done away with data caps entirely and the USA should follow their example. The Internet is not a finite thing and all Comcast is trying to do is strong arm their customers because many of them have no other option

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**Ticket: # 1241165 - Comcast data caps**

**Date:** 10/7/2016 11:11:58 AM

**City/State/Zip:** Lafayette, Colorado 80026

**Company Complaining About:** Comcast

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## **Description**

Comcast has imposed a 1 TB data cap here in Lafayette, CO. There is no reason for them to limit the amount of data. There is no data to support Comcast needing to limit data caps for customers- they're simply charging more because they can. This seems like an easy way to milk an extra \$50/month from those who utilize the full potential of the internet.

If I could, I would leave Comcast. However, they are the only internet service provider offered in my specific area. Please do not allow this to happen.

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**Ticket: # 1241172 - Comcast Data Cap Is A Punishment, Not A Service**

**Date:** 10/7/2016 11:13:15 AM

**City/State/Zip:** Pennsylvania Furnace, Pennsylvania 16865

**Company Complaining About:** Comcast

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## **Description**

Comcast's incoming data cap for internet usage is something I cannot stand by. They are not charging less for this limitation. They are adding it to push users away from streaming services and into over-priced entertainment packages. This is not about thwarting piracy, this is about market manipulation. Without proper regulation, and without proper competition, I feel as though Comcast is taking advantage of the situation to move customers out of streaming entertainment such as Hulu or Netflix, into cable programming. If Comcast wants to add a data cap for my usage, then they must provide more than adequate compensation for that choice. "Suggested" download and upload speeds are wildly inaccurate; perhaps improve those. Increased speeds in exchange for data caps. Idly adding this nuisance for no reason is unacceptable.



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[Ticket: # 1241173 - Comcast data caps for home broadband](#)

**Date:** 10/7/2016 11:13:18 AM

**City/State/Zip:** San Jose, California 95148

**Company Complaining About:** Comcast

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## **Description**

I just read that Comcast plans to implement data caps nationwide for all residential users. This move is anti-competitive and stifles the adoption of broadband services that are critical for the future of the country. Furthermore, I have no alternative provider that I can use which in effect means that Comcast is abusing its monopoly position to stifle innovation and competition to its services.

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**Ticket: # 1241175 - Data Cap**

**Date:** 10/7/2016 11:13:19 AM

**City/State/Zip:** Columbia Heights, Minnesota 55421

**Company Complaining About:** Comcast

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## **Description**

Received notice from Comcast regarding the implementation of a 1 TB data cap with the additional fees if one goes above and beyond the TB. This is not right and it is Comcast looking for more money because in the next few years the majority of internet users WILL be hitting that 1 TB cap because of items such as 4k HD TV which will eat up data at an extremely rapid rate. This is an outrage that should not be tolerated as Comcast effectively has a monopoly in a majority of the areas they operate in. Please do not let this happen.

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[Ticket: # 1241180 - Comcast data cap](#)

**Date:** 10/7/2016 11:13:50 AM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast has abruptly changed their terms and conditions to apply a data cap to their broadband internet.

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[Ticket: # 1241277 - Data caps](#)

**Date:** 10/7/2016 11:28:06 AM

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

**Company Complaining About:** Comcast

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## **Description**

The Internet is not like oreos. Data caps are illogical and anti consumer. You don't pay for how much satellite radio you listen to or how much tv you watch. You pay for a service that you can use as you please, especially when your use doesn't cost the service provider anything

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**Ticket: # 1241181 - Comcast data caps complain**

**Date:** 10/7/2016 11:13:53 AM

**City/State/Zip:** Lansing, Michigan 48917

**Company Complaining About:** Comcast

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## **Description**

The FCC commission need to take action on the data cap and also on zero rating apps exemptions. At the very minimum the FCC commission should look into regulating how those internet companies are measuring that data. Those government regulations are already in place for gas pumps, water and electricity. We cannot entrust the same ISPs to both enact new charges and self regulate the usage of those new charges.

The FCC has a mandate to "promoting competition, innovation and investment in broadband services and facilities". The US already pays one of the highest price for internet compare to the rest of the world.

Nowadays millions of internet users in the US are now having to ration their data use thanks to their ISPs implementing data caps. Those data caps limit the amount of data that users can consume with their standard internet plan. For example Comcast adds and charges \$10 for 50GB that goes over the 1TB cap limit.

Comcast also have a new unlimited option that costs an extra \$50 on top of your standard internet plan. This adds \$50 to your cable bill so Comcast can protect their TV revenue against online stream providers like Netflix, Hulu and others. Moreover Many people are question Comcast ability to accurately measure data usage because of mistake in company's data cap meter.

<https://goo.gl/pZAJp0>

Comcast is taking advantage of a lack of competition to erect new barriers to streaming video. Comcast says this decision is about "fairness" unless someone's internet usage is so extreme that it is impacting other connections is hard for Comcast to claim "fairness". It's also troubling to hear a cable company that has a virtual monopoly talk about fairness. This is a rate increase.

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[Ticket: # 1241247 - Comcast Data Cap](#)

**Date:** 10/7/2016 11:23:19 AM

**City/State/Zip:** Richfield, Minnesota 55423

**Company Complaining About:** Comcast

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## **Description**

Comcast is adding a data cap for the cable connections in the Minnesota / Minneapolis area, this is unacceptable as they can be the only provider for most of the cities. With little to no competition with comparable internet speeds.

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**Ticket: # 1241206 - Comcast Data Caps**

**Date:** 10/7/2016 11:16:39 AM

**City/State/Zip:** West Jordan, Utah 84081

**Company Complaining About:** Comcast

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## **Description**

Comcast is implementing data caps in my area of 1 TB, even though I pay for a month of usage on their internet plan this means I can effectively only use my connection for 14 hours before I start getting billed extra. There is no reason for these caps aside from anti-competitive practices.

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[Ticket: # 1241208 - Comcast imposing data caps](#)

**Date:** 10/7/2016 11:17:03 AM

**City/State/Zip:** Fort Collins, Colorado 80521

**Company Complaining About:** Comcast

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## **Description**

Comcast has started enforcing data caps on internet services. Comcast is picking and choosing how to bill for a utility - they are billing based on "speed" using tiered products, and now they are billing on usage as well. They are breaking net neutrality by saying that certain services will count against your data usage e.g. Netflix, but others wont.



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[Ticket: # 1241214 - Comcast data caps](#)

**Date:** 10/7/2016 11:18:10 AM

**City/State/Zip:** Tomball, Texas 77375

**Company Complaining About:** Comcast

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## **Description**

Comcast has communicated to customers that it is continuing to roll out "Data Caps" across the country, now extending in the coming month to the Houston market. These caps violate net neutrality under the pretense of "enhancing customer experience", but in fact do nothing but pad the bottom line of Comcast. Bandwidth is not a supply-limited commodity. The FCC needs to step up and break these monopolistic practices which punish and over-charge consumers for basic usage of these internet services.

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**Ticket: # 1241219 - Comcast Data Cap**

**Date:** 10/7/2016 11:18:33 AM

**City/State/Zip:** Grass Valley, California 95945

**Company Complaining About:** Comcast

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**Description**

Comcast will be imposing a 1TB data cap come November 1st. While this may sound like "enough" for most people, that's beside the point: there should be no cap, and the only reason there is because the few companies like Comcast are greedy, and don't want to upgrade their infrastructure and provide the best service possible because they don't they don't have (due to lack of legal requirement, as well as the fact that there's almost zero competition, and in some areas, there IS zero competition).

Plans like this retard innovation and technology growth, and provide only to further enrich the coffers of the already-rich; and it's completely legal. This is why very few people approve of, or have faith in organizations like the FCC, all the way up to congress: because they seem to be selfish, greedy, and out of touch.

I hope that whoever reads this cares enough to do SOMETHING.

And you, person reading this, if you think it doesn't apply to you or others you know, remember this quote:

"First they came for the Socialists, and I did not speak out—  
Because I was not a Socialist.

Then they came for the Trade Unionists, and I did not speak out—  
Because I was not a Trade Unionist.

Then they came for the Jews, and I did not speak out—  
Because I was not a Jew.

Then they came for me—and there was no one left to speak for me."

We have to stand together and help each other, or we will fall, divided, one by one; but as much as the people want to help, we don't have nearly as much power as the FCC does. We need you to take a stand.

We are at a junction in terms of the progress or limitation of the growth of the internet and innovation; please help steer us down the right path.

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**Ticket: # 1241227 - 1TB Cap on Comcast High Speed Internet**

**Date:** 10/7/2016 11:19:49 AM

**City/State/Zip:** Minnetonka, Minnesota 55305

**Company Complaining About:** Comcast

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## **Description**

On October 6th 2016 Comcast informed me that the market I am in (Minneapolis MN) will now have monthly data capped at 1 TB a month. They have offered overage charges or a monthly addition I can add to get unlimited bandwidth.

With what Comcast did to Netflix earlier this year, I worry that they are putting profits above the needs of their customers. I view the internet as a highway that allows me to get different access to businesses and governmental resources. By putting a cap on how many roads I can drive on and for how long, they are reducing my access to what is a requirement for my family and our jobs. I have not red the fine print yet but I believe that Comcast's Streampix system does not count toward that bandwidth metering.

With more people working at home and using the internet for both personal and work life, this industry needs to be held to a higher standard due to how the internet has become a required resource.

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**Ticket: # 1241228 - Comcast Data Caps**

**Date:** 10/7/2016 11:19:51 AM

**City/State/Zip:** Katy, Texas 77494

**Company Complaining About:** Comcast

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### **Description**

It's ridiculous that I have to make a complaint about data caps in 2016, Comcast is using their privileged position to get more money out of our pockets. Please help us

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**Ticket: # 1241229 - Xfinity Data Caps**

**Date:** 10/7/2016 11:20:00 AM

**City/State/Zip:** Houston, Texas 77075

**Company Complaining About:** Comcast

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## **Description**

I have been informed that Data Caps will be enforced on my account starting in November. This is unacceptable! There is absolutely no reason for these caps other than to profit off hard working Americans. Comcast may state that only "1%" of their users will hit the data caps, but with all this new technology coming out: 4K streaming, Video Gaming, and other services that require internet connections, more and more people will be hitting that data cap. Soon they will change their statement from only "1%" to only "5%" then "10%" soon they will raise their rates even higher because they can't make the excuse that only a small margin of people are hitting the cap. This is getting out of hand! Something must be done! Comcast can not do as they please knowing that they have no oversight whatsoever!

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**Ticket: # 1241237 - Comcast Data Cap**

**Date:** 10/7/2016 11:21:18 AM

**City/State/Zip:** Blaine, Minnesota 55449

**Company Complaining About:** Comcast

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### **Description**

Comcast has implemented a data cap on my service. I am under a 2 year agreement with them so it does not seem fair to the consumer that this cap is implemented mid way through that agreement. They have also increased my bill after year one of the agreement, even though the price was supposed to be good for 2 years. Finally, they are implementing this data cap to get people away from using streaming entertainment services and instead to use their cable TV services.

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[Ticket: # 1241258 - Comcast 1TB Data Cap](#)

**Date:** 10/7/2016 11:24:13 AM

**City/State/Zip:** Oakland, California 94611

**Company Complaining About:** Comcast

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## **Description**

Comcast plans to implement a 1TB data cap starting November 1st, 2016. This is an unfair and clear method of limiting the ability of streaming sites such as Netflix, a competitor of Comcast. If I use my internet for a full day for a couple days a week I will easily hit this cap and be forced to pay the overage fee.

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**Ticket: # 1241266 - Comcast's proposed data limit****Date:** 10/7/2016 11:27:01 AM**City/State/Zip:** Ann Arbor, Michigan 48103**Company Complaining About:** Comcast

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**Description**

Comcast is instituting data caps nationwide, rolling them out to markets like mine in Michigan. Although 1 TB is an insanely large amount of data, if it is allowed now, there is no guarantee that it will always stay so high, and with the rapidly increasing pace of technology, what seems like an enormous amount of data now may seem to be a pittance in the future. Twenty years ago, 16 GB hard drives were considered high technology, more space than anyone would ever need. Today, 16GBs is considered an intolerably small size, you can buy a 16 GB flash drive for about \$4, and it's considered on the small side. Some estimates say that the average American consumes over twice that amount a day in data. When this inevitably happens to 1 TB - which given the increasing pace of technological advancement could be sooner than we think - Comcast will have no incentive to raise the cap because it is a monopoly in most areas. In fact, it has every incentive to lower the cap once it is in place in order to extract more revenue from its mostly-captive customer base. This would restrict, or greatly burden, the internet access of millions of poorer Americans in the process. The UN has declared internet access essential to the protection of many other human rights, and the United States, as the leader of the free world, should never allow a state of affairs to develop on its soil which would so restrict freedoms, especially the freedom of expression.

This move by Comcast shows nothing more than bare, rent-seeking, and base monopoly power; the very thing the Sherman Anti-Trust Act was passed over a century ago to forestall. If Comcast is allowed to do this now, other ISPs with equally-captive customer bases, such as Verizon and Time Warner, may follow suit. If the prevailing paradigm of ISPs as natural monopolies is the only way an internet infrastructure can be constructed, it is long past time that the FCC come out in favor of regulating internet providers like Comcast as full public utilities complete with price control; not only to reign in these egregious abuses, but to promote, and require, innovation in a crucial infrastructure. Although the move by the FCC to start regulating ISPs as common carriers was a good first step, it is worthless if not used. The FCC needs to reign in abuses like these and truly hold Comcast and its ilk accountable for anti-innovation, price-gouging behavior like this.

Sincerely,

A University of Michigan Law Student



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**Ticket: # 1241268 - Comcast 1TB Cap****Date:** 10/7/2016 11:27:17 AM**City/State/Zip:** Chicago, Illinois 60618**Company Complaining About:** Comcast

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**Description**

Hello. I pay Comcast for the fastest internet available to me. Aside from Comcast, there are virtually no other options for me, as a consumer. I had selected and paid for internet service on an instantaneous ("Mbps") throughput basis. Today, I received an email that my current internet service would now be subject to a monthly usage cap, and overages >would be billed to me. Though Comcast may lay claim to the existence of a previous monthly cap on paper, I have never been subject to billing for any total monthly usage prior to this notice, regardless of use. This is effectively a detrimental change to me and my family, for which I have no recourse.

I am already "capped" by the "Mbps" package I have intentionally selected. I pay a premium for very fast internet, which now effectively enables me to reach my monthly cap that much faster. The monthly cap now effectively penalizes me (and any others like me) for my use of the internet during off-peak hours, which offers no burden to Comcast. "Bytes" >are not a precious, limited natural resource; those used at 2am will have virtually no impact on the "fair" use of the internet by anyone else. In fact, subjecting my internet usage to an additional cap on a monthly basis has been clearly demonstrated to be nakedly anti-consumer in an industry without sufficient competition:

<http://arstechnica.com/business/2015/08/comcast-vp-300gb-data-cap-is-business-policy-not-technical-necessity/>

Additionally noteworthy, the bandwidth meter to which I will now be monetarily subject is apparently operated without oversight or regulation:

<http://arstechnica.com/information-technology/2016/09/tales-from-comcasts-data-cap-nation-can-the-meter-be-trusted/>

How much I currently use is irrelevant. I had no say in this data cap, nor will I have any say in whether or not it is changed in the future to further improve Comcast's profits in the guise of fairness.

I am a married father of two young children who are on the cusp of using their own networked devices. I fully expect my family's internet usage to explode in the coming year(s). I have effectively one option for high-speed internet at my location. The free market has failed me. I have one choice; it must be heavily regulated.

I implore you to take action to regulate these businesses, including but not limited to double-dipping through the imposition of monthly data caps.

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[Ticket: # 1241278 - Comcast XFINITY Data Caps in Houston](#)

**Date:** 10/7/2016 11:28:08 AM

**City/State/Zip:** Houston, Texas 77004

**Company Complaining About:** Comcast

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## **Description**

Recently, Comcast introduced a data cap of 1Tb in Houston. This is a violation of Net Neutrality, as it favors Comcast's own media services.

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**Ticket: # 1241279 - Unreasonable increase in service price**

**Date:** 10/7/2016 11:28:08 AM

**City/State/Zip:** San Leandro, California 94577

**Company Complaining About:** Comcast

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## **Description**

As of today Comcast, my ISP has announced that it intends to charge me an extra \$50/month for my service by introducing usage based billing and charging for unlimited bandwidth, which I already had. The reduction from 250Mbps unlimited to 1TB of bandwidth actually amounts to a %65700 increase in price/GB (250Mbps without a bandwidth limit could allow consumption of 657TB in a month).

Comcast pretends that this is based on "principles of fairness" and that those who use more pay more and those who use less pay less but customers who don't exceed the quota aren't being given a discount on their current plan. Further, leaked internal documents show that this is a business decision on Comcast's part.

Comcast claims that these caps are enough for nearly everyone but fails to mention that consumer internet usage continues to increase at a rapid pace. It also quotes large sounding numbers for the number of hours of video you can watch but fails to account for multiple people consuming video streams, as is possible in most families.

Comcast and similar ISPs also like to make comparisons of internet bandwidth to finite resources like Oreos or water. These are false comparisons. When a byte of data is transferred over the internet, nothing is lost (and Comcast doesn't provide the original byte in the first place). Consumer internet is more likened to a window. The larger your window, the more you can see outside at the same time. There are no limitations on the number of interesting things you can see through your window and it doesn't cost anyone for more interesting things to be visible.

The reason I've marked this as open internet/net neutrality is that Comcast has also introduced IPTV services that don't count towards its data caps. The limitations it's imposing serve to harm competition by putting internet streaming services like Netflix at a disadvantage, as its users now have to worry about data usage.

Comcast is simply increasing prices out of greed and abusing its place as the sole provider of high speed internet in my area.

ISPs are not in a free market. They hold natural monopolies. Please, the FCC needs to step in and regulate this.

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[Ticket: # 1241413 - Comcast data caps](#)

**Date:** 10/7/2016 11:44:32 AM

**City/State/Zip:** Rancho Cordova, California 95742

**Company Complaining About:** Comcast

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## **Description**

With the recent news of a data cap being implemented nation wide by Comcast, i wanted to remind/complain that data caps are not useful in an increasingly ditigal world both for entertainment and work purposes.

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[Ticket: # 1241339 - Data caps](#)

**Date:** 10/7/2016 11:36:30 AM

**City/State/Zip:** Newton, Massachusetts 02458

**Company Complaining About:** Comcast

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## **Description**

Data caps are unnecessary and harmful because most of my work and free time use the internet. To be unable to access that due to ISP's stranglehold on people with no other options in most places is unfair.

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**Ticket: # 1241287 - Data Caps**

**Date:** 10/7/2016 11:28:54 AM

**City/State/Zip:** Indianapolis, Indiana 46227

**Company Complaining About:** Comcast

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### **Description**

Data caps are absolutely unnecessary and a way for cable companies to screw over consumers. Greed is fueling Comcasts motive to roll this out. PLEASE do the right thing and rule this illegal. In the digital age, 1TB is nothing and people are going to hit this cap quickly.

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[Ticket: # 1241290 - Data cap on Comcast](#)

**Date:** 10/7/2016 11:29:06 AM

**City/State/Zip:** Sunnyvale, California 94086

**Company Complaining About:** Comcast

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## **Description**

Comcast is implementing a 1TB data cap. They exempt their own services, such as TV from this cap. However, they're doing this as an anti-competitive practice as I do not need their TV service otherwise. The combination of zero-rating and data caps should be explicitly banned.

There is no technical reason for a cap. Comcast has no cap in areas that they have competition, such as the Northeast, as RCN and Verizon have service there. However, as I'm in California, and I have no choice, I'm stuck with their cap.

Please act quickly to prevent this, as they will hold back innovative new services with this.

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[Ticket: # 1241306 - Data cap rollout for Comcast](#)

**Date:** 10/7/2016 11:30:59 AM

**City/State/Zip:** St Paul, Minnesota 55105

**Company Complaining About:** Comcast

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## **Description**

Data caps are an asinine plan and will only serve to stunt the growth of America. Placing restrictions on internet usage will lead to less flow of information and less education for our society. They are bad, and I firmly believe they are a cash grab for Comcast as they are their profits decline.



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**Ticket: # 1241295 - Comcast Data Cap in New Mexico****Date:** 10/7/2016 11:29:42 AM**City/State/Zip:** Albuquerque, New Mexico 87107**Company Complaining About:** Comcast

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**Description**

I recently received an email from comcast stating that they are going to implement data caps in Albuquerque, NM. Comcast already has a monopoly here on cable and they now want to implement more restrictions on prices that are already ridiculously high. As Americans, we already pay more for internet than many 1st world countries. Nothing good can come of this practice. It's greedy, it's anti-consumer, and it will stifle progression. While the data caps that they are implementing may not affect many of their customers right now, it will eventually come to a point where it will affect everyone. The internet becomes more and more a part of our daily lives and we already depend on it for so much. The more the internet becomes integrated into our society, the more we will have to use it. If we allow this practice to continue, we are only setting ourselves up for failure. This practice is a huge step backward.

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**Ticket: # 1241302 - Comcast Data Cap**

**Date:** 10/7/2016 11:30:28 AM

**City/State/Zip:** Colorado Springs, Colorado 80915

**Company Complaining About:** Comcast

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### **Description**

Comcast has started a new data cap program and is trying to charge overages up to \$200 a month for going over the data cap. They are creating an artificial scarcity over bandwidth and attempting to price gouge customers because they have a cable monopoly. I have a very tech heavy household and cannot afford to pay for overages or the additional \$50 a month for the same amount of data that I am already using. I find this price gouging to be unjustified and should be illegal.

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[Ticket: # 1241406 - Comcast data caps](#)

**Date:** 10/7/2016 11:42:50 AM

**City/State/Zip:** The Woodlands, Texas 77380

**Company Complaining About:** Comcast

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## **Description**

The limiting nature of data caps can only be described as a ploy to issue multiple fines on households that only have Internet as a means of providing crucial information and personal entertainment. If there was another option for internet, I would move services, but due to Comcast's regional monopoly on this utility I cannot. I would like to here the valid reasons backed with valid technical reasons on why data caps are necessary.

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[Ticket: # 1241308 - Comcast Internet Cap](#)

**Date:** 10/7/2016 11:31:03 AM

**City/State/Zip:** Alameda, California 94501

**Company Complaining About:** Comcast

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## **Description**

I signed a two year contract, starting on June 3, 2015, with Comcast that didn't include any internet data caps and I received an email today, 10/07/16, that informed me that starting on November 1, 2016, they are imposing a data cap of 1tb. This is a breach of contract that I agreed to and completely not legal.

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[Ticket: # 1250059 - Comcast data caps](#)

**Date:** 10/10/2016 1:52:23 AM

**City/State/Zip:** Eugene, Oregon 97404

**Company Complaining About:** Comcast

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## **Description**

Comcast has instituted data caps.

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**Ticket: # 1241310 - Data Caps**

**Date:** 10/7/2016 11:31:22 AM

**City/State/Zip:** Saint Paul, Minnesota 55104

**Company Complaining About:** Comcast

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## **Description**

Comcast in Minnesota has started issuing Data Caps on their Internet Usage to 1 TB. This is a huge hindrance for people who work with large amounts of data at home for their jobs, or have a large number of people in their households.

Link to email: <http://i.imgur.com/nFBFi4F.jpg>

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**Ticket: # 1241316 - Data Caps**

**Date:** 10/7/2016 11:32:55 AM

**City/State/Zip:** Seattle, Washington 98115

**Company Complaining About:** Comcast

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## **Description**

I think it is ridiculous that Comcast is implementing data caps nationwide. They have plenty of bandwidth to support way more than 1 TB per month usage and they are just implementing this to make more money. Internet should be treated as a utility as it is necessary for one to be a part of modern society in the US. If Comcast is able to make deals to be the exclusive provider in cities then they should be regulated on things such as how much they can charge and data caps. Implementing data caps hurts net neutrality as it allows companies to force users into their own services which wont count against their data caps like how AT&T is letting users stream DirecTV for free.

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[Ticket: # 1241330 - Comcast Data Cap](#)

**Date:** 10/7/2016 11:35:21 AM

**City/State/Zip:** Shakopee, Minnesota 55379

**Company Complaining About:** Comcast

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### **Description**

Comcast has notified me that they are putting a 1 terabyte data cap on my Internet plan. I did not agree (or accept) this change to my account and was not notified more than 30 days in advance, which they're disclaimer says is necessary.



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[Ticket: # 1241321 - Comcast 1TB Data Cap](#)

**Date:** 10/7/2016 11:33:10 AM

**City/State/Zip:** Fremont, California 94536

**Company Complaining About:** Comcast

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## **Description**

Comcast has announced they are rolling out 1TB data caps nationwide. This goes against net neutrality, and only stands as a way to gouge customers, and to hurt their competition against companies like Netflix and other online only content providers.

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[Ticket: # 1241348 - Data caps should never be allowed](#)

**Date:** 10/7/2016 11:37:09 AM

**City/State/Zip:** Houston, Texas 77040

**Company Complaining About:** Comcast

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## **Description**

When I moved into a new house, I paid set up costs and fees relating to purchasing a compatible cable internet modem. At the time no such data caps were in place and no indications one would be added. Now, just 4 months later, Comcast is placing a data cap AND charging for overages or offering an unlimited plan at an additional cost. This is deceptive and simply "bait and switch" tactics while continuing to rake in profits. I've invested money that would be lost if switching to another utility. Comcast is no longer offering me the product that I purchased (am under contract for). This has to stop and should not be allowed.

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**Ticket: # 1241328 - Comcast Data Caps**

**Date:** 10/7/2016 11:35:19 AM

**City/State/Zip:** Walled Lake, Michigan 48390

**Company Complaining About:** Comcast

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## **Description**

This morning I was sifting through some news sites and learned that Comcast is now introducing a data cap for Internet services in my service area. Its my belief that Comcast does this as a punishment for customers who solely chose Comcast as an Internet service provider and not as a cable TV or telephone service provider. They are trying to discourage users who prefer streaming their television shows through services like Netflix, Hulu, Amazon, etc.... Comcast already has an awful reputation with providing inconsistent service at questionable rates, and for most people (myself included), we are limited in our choices for internet service providers. It's either Comcast or AT&T using out of date DSL which is hardly adequate for today's HD streaming services.

Consumers should not be taken advantage of in such a slimy way by monopolistic businesses. If I could choose another provider with similar service without data caps I most certainly would.

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**Ticket: # 1241378 - Comcast Imposing Data Cap in My Community**

**Date:** 10/7/2016 11:40:54 AM

**City/State/Zip:** Maple Grove, Minnesota 55311-1884

**Company Complaining About:** Comcast

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## **Description**

Comcast sent out a notice yesterday to subscribers in my community imposing a first-of-its-kind, arbitrary data cap on our internet service. When I purchased my home internet plan, there was no data cap, and Comcast never said anything about adding a data cap in the future. Now, Comcast is saying they will impose a 1 TB data cap on my plan and I will still be paying the same price! Somehow this is fair because those who use more, pay more. This is ludicrous because there is no proof or showing that network congestion is a factor in any of this.

Comcast's claim that only 1% of its subscribers use more than the data cap is disingenuous. I can only suspect Comcast is doing this so they can get out ahead of 4K streaming, get its customers on these capped plans prior to 4K streaming becoming pervasive - at which point, we will be forced to pay more for the SAME internet service we already get. Or perhaps Comcast is doing this as a punitive way to make up for lost revenue attributable to subscribers who do not need or want cable television. They are trying to discourage users who prefer streaming their television shows through services like Netflix, Hulu, Amazon, etc. Comcast already has an awful reputation with providing inconsistent service at questionable rates, and for most people (myself included), we are limited in our choices for internet service providers.

There is no other option for broadband internet in my community. Century Link offers DSL speed service to my address, and that is my only alternative - which is not truly an alternative due to slower speed.

In addition to this they offer a 'data usage meter' online that simply tells you how much data you have used every month with no detailed statement as to the accuracy of it with no way to view where the data every month is being allocated, an example would be how much data is being used on Netflix or other streaming services. At the moment it simply says you've gone over without any real feedback to tell you exactly where the data was used and could potentially be used to fraud people into paying more for services as there is no way to dispute the data usage.

There is no way that Comcast can justify this as being fair or right: it's price gouging, pure and simple. FCC: Please take action and protect our community from price gouging on a resource where there is no viable service alternative.

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[Ticket: # 1241360 - Comcast data caps](#)

**Date:** 10/7/2016 11:38:45 AM

**City/State/Zip:** Loveland, Colorado 80537

**Company Complaining About:** Comcast

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## **Description**

I was told this change would be in my next interest. I do not believe my data usage congrats Comcast's network. I do not believe this is anything but a money grab that is only possible because Comcast has a monopoly which is not being recognized by the FCC. To claim I will not be affected by the data cap when they obly included internet browsing as the barometer for my use, diregardingy Netflix, Hulu, and other streaming services is a joke. the barometer

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**Ticket: # 1241386 - Comcast Data Caps in Houston**

**Date:** 10/7/2016 11:41:30 AM

**City/State/Zip:** Houston, Texas 77008

**Company Complaining About:** Comcast

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**Description**

Yesterday I got an email from Comcast Xfinity saying they are implementing data caps. Besides being misleading and misrepresenting themselves by changing the terms of our initial contract agreement, I believe this is a violation of Net Neutrality/Open Internet. They provide a utility, and by limiting access to that utility they are attempting to exert control and influence over that utility that directly effects the lives of those that they "serve."

Whether or not I use all of "my" 1 terabyte of internet they are "allowing" me is besides the point. It is disgusting that they are trying to do something like this. I agreed to their already monopolistic policies when I signed a contract with them earlier this year(thanks to the system in place, I get to decide between to overpriced and underperforming ISPs in Houston), but this is it. This is insanity. The water company doesn't give me 100 gallons of water a month. My electricity isn't capped. I don't have an allotment of gas. I shouldn't have an Internet allowance.

I want to see the FCC step in and take action. I want Comcast to be punished and forced to reverse their policies.

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**Ticket: # 1241416 - Data Caps**

**Date:** 10/7/2016 11:44:57 AM

**City/State/Zip:** Northville, Michigan 48168

**Company Complaining About:** Comcast

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## **Description**

I just received an email informing me that Comcast will begin enforcing data caps on my home internet account. I feel this is an unreasonable limit on my access to broadband and limits my ability to have a reliable internet connection. Data is not a limited resource and there is absolutely no reason anyone should have a data cap. I would switch but providers but there are limited options in my area that offer a competitive service.

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[Ticket: # 1241443 - Data Caps](#)

**Date:** 10/7/2016 11:48:39 AM

**City/State/Zip:** Minneapolis, Minnesota 55401

**Company Complaining About:** Comcast

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### **Description**

I was specifically told that there were no data caps with my Comcast service. They have now added data caps and are trying to charge for overages. I consider this fraud.



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**Ticket: # 1241424 - Usage Caps - Comcast**

**Date:** 10/7/2016 11:46:43 AM

**City/State/Zip:** La Grange Park, Illinois 60526

**Company Complaining About:** Comcast

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## **Description**

I wish to complain about the rollout of nationwide usage caps on Comcast Home Internet. Although Comcast may claim that a majority of home users will fall under the 1TB cap, there are a significant amount of home users who rely solely on their internet service not only for home entertainment, but for work as well. In addition in many areas of the country, including my area, there are no other internet providers to chose from. Internet service is rapidly becoming a necessary utility such as gas, water, or electricity. The lack of competition in this area does not give us any other option than to pay Comcast an extraordinary amount for data which costs them pennies. I strongly encourage the FCC to abolish these data caps and to further encourage more competition when it comes to home internet service.

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**Ticket: # 1241430 - Comcast Data Caps**

**Date:** 10/7/2016 11:47:03 AM

**City/State/Zip:** Tx, Texas 77059

**Company Complaining About:** Comcast

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## **Description**

Comcast has just unilaterally reneged its contract with me. It has introduced data caps on a previously 'unlimited' service that did not have data caps when I signed up. People say that the FCC is either too weak or simply in bed with Comcast and AT&T and that's the only explanation for these companies pushing around both the FCC and their customers but I refuse to be so cynical. Please show your teeth in actually holding them accountable.

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**Ticket: # 1246223 - Net Neutrality Violation via Imposition of Data Caps**

**Date:** 10/7/2016 10:19:11 PM

**City/State/Zip:** Renton, Washington 98057

**Company Complaining About:** Comcast

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## **Description**

Comcast's decision to impose a 1 Terabyte data cap is indefensible, violates Title II regulations, and has a chilling effect on local, national, and international business for the purpose of lining Comcast's pockets.

I am an IT professional who runs a virtual lab at home. This lab is absolutely critical for my career, and I use it to learn and practice my trade for implementation and use. In addition, I have a large collection of photographs and artwork that I keep stored on-site, a large collection of games downloaded via Steam. All told, I currently have approximately one terabyte of data currently, and fully expect it to double or triple. Losing it due to unforeseen circumstances such as fire, theft, or failure would undo years of work, and cause severe negative impacts on my life. This is to say nothing of my ordinary daily usage, which includes daily MMO play, daily use of video streaming services, and heavy Web use.

I was intending to subscribe to a cloud-based backup service in the moderate (6 months-1 year) future. With the 1 TB data cap, however, I simply cannot afford to do so when it will mean that I have to either A) pay an exorbitant amount of fees, or B) severely curtail my usage to the point where I may as well cancel several subscriptions because I simply cannot use them.

While there is an argument to be made that data caps are a necessary evil for wireless service (where bandwidth is indeed limited by physics, and as the number of customers grow, heavy users start negatively impacting the experience of everybody else), no such argument exists for wireline Internet services such as Comcast. There are few if any physical limitations, and what limitations exist can be overcome with appropriate investments in additional capacity--in other words, the same thing that every business does when demand outweighs supply. Every argument that Comcast has made in defense of their caps have been centered around business.

And all of these issues do not even begin to touch on Comcast's lack of appeals processes when technical mistakes occur and Comcast mistakenly charges customers for overages that do not occur. When they happen, Comcast bills American citizens for charges that they cannot afford, offers no little to no recourse, ruins the credit of their customers, and refuses to budge until a customer turns to public shaming and media advocacy as a desperate last resort. Nor do they touch on the simple fact that I am now paying the same amount of money (or more) for worse service, full stop.

Worst of all, however, is the fact that I have no personal recourse. The only other ISP I can switch to is CenturyLink, who applies caps that are even more restrictive than Comcast's.

I want the FCC to take action to enforce its Open Internet Order, and to declare that data caps for wired Internet service are contrary to the wording and the spirit of net neutrality, and forbid Comcast from enforcing them.

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**Ticket: # 1241442 - Data caps by Comcast**

**Date:** 10/7/2016 11:48:30 AM

**City/State/Zip:** Swansea, Massachusetts 02777

**Company Complaining About:** Comcast

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## **Description**

Comcast is rolling out its data caps on Internet usage which is very much unacceptable. I pay close to \$300/mo and mostly work from home and I can almost guarantee I'll run into problems. I cannot see why a greedy-ass company could stoop this low and slap their customers in the face like this. I believe they should take this on a case-by-case analysis and not punish all of their customers cause (b) (6) in mommy's basement is downloading all porn movies from 1977-present. This corporate greed needs to stop.

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**Ticket: # 1241455 - Comcast ISP - Houston, Texas Area**

**Date:** 10/7/2016 11:50:00 AM

**City/State/Zip:** Humble, Texas 77396

**Company Complaining About:** Comcast

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## **Description**

Effective 01NOV2016, Comcast will implement a 1TB data cap limit for the Houston, Texas area only to prevent further competition between their Xfinity streaming media services (Cable TV and Comcast Xfinity OnDemand) and other third party, subscription based streaming services such as NetFlix, Hulu, SlingTV, etc.

I believe this to be against the FCC's Open Internet/Net Neutrality agreement as Comcast will not be counting their Xfinity Cable/OnDemand streaming data towards this cap and as such; it forces Comcast customers to favor their streaming services over third party applications.

Additionally, my neighborhood has little to no competition or options for alternative ISP services. I subscribed to a Comcast internet service package (with no extra services like phone or cable television) that was marketed as "unlimited" to have access to these third party services and I feel as if Comcast is implementing these data caps to force customers out of internet only packages and into multi-service packages (internet, phone, television) to increase revenue where no competition exists to keep the market in equilibrium. I feel as if I have been lied to and now forced into a corner with no consumer protection.

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[Ticket: # 1241459 - Residential Internet Data Caps are Harmful](#)

**Date:** 10/7/2016 11:50:40 AM

**City/State/Zip:** Mandeville, Louisiana 70471

**Company Complaining About:** Comcast

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## **Description**

Residential ISPs should not be allowed to impose data limits on their customers. As media consumption has entirely moved to streaming services, data usage rates are higher for the average consumer. ISPs are using data caps to create more revenue for themselves, while still providing the same (usually subpar) service they were already providing. Data caps are harmful to innovation, creativity, and personal exploration. **\*\*Residential internet should be unlimited.\*\*** The many ways we use the internet to discover and learn new things will be stifled by these data caps, and create an atmosphere of anxiety about going over some arbitrary data number.

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**Ticket: # 1241531 - Disallow Data Caps from ISPs**

**Date:** 10/7/2016 12:01:29 PM

**City/State/Zip:** Holmdel, New Jersey 07733

**Company Complaining About:** Comcast

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## **Description**

Companies like Comcast should not be allowed to imposed a 1TB data cap on us for absouletly no other reason than monetary gain. We have no defense other than the FCC, you guys, who shouldn't give the internet companies leeway because once they get any extra power it's only a matter of time till you guys let them get it all.

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**Ticket: # 1241480 - Data Chaos**

**Date:** 10/7/2016 11:53:52 AM

**City/State/Zip:** Daly City, California 94015

**Company Complaining About:** Comcast

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## **Description**

Comcast/Xfinity has just informed me that they will begin implementing data caps of 1TB per month in my area. While these caps will most likely not effect me, I believe this to be a serious threat to competition by limiting access to current and future cord cutters. Please please please do something about this! If I had any other choice in comparable internet providers this wouldn't be a big deal however I am stuck between Comcast/Xfinity and frustratingly slow DSL connections from AT&T.

Help us FCC, you're our only hope!



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**Ticket: # 1241486 - Comcast Data Caps**

**Date:** 10/7/2016 11:54:49 AM

**City/State/Zip:** Minneapolos, Minnesota 55414

**Company Complaining About:** Comcast

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## **Description**

This is seriously not ok. Comcast is hiding behind the guise of data caps to get rid of our net neutrality. They couldn't get away with making Netflix pay more for their data so now we have to. If we go over because of Netflix or some other service, we are now paying for the use of their data. This is no different than if they made the service pay to get a speed they desire. It's straight up theft. It's our data. Let us have it.

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**Ticket: # 1241487 - Comcast Data Caps**

**Date:** 10/7/2016 11:54:53 AM

**City/State/Zip:** Albuquerque, New Mexico 87111

**Company Complaining About:** Comcast

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## **Description**

As of 11/1/16 Comcast will be imposing data caps at 1 TB each month. I believe this is an anti competitive, anti consumer and anti free market practice. Right now the 1TB is a fairly large amount, but with the implementation of 4K and HDR 1TB will not mean anything. As a result consumers will be forced to limit how much web they participate in. Shopping will be stifled, free markets will inevitably favor those who pay the internet providers for easy access. This is not the capitalists society our country is founded upon, this is a way to force duopoly. I encourage you to please act and stop this before this becomes an issue to our economy and our continued innovation of the world wide web

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[Ticket: # 1241544 - Comcast data cap](#)

**Date:** 10/7/2016 12:03:56 PM

**City/State/Zip:** Sacramento, California 95815

**Company Complaining About:** Comcast

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## **Description**

The use of data caps from Comcast is 100% Unacceptable. In a world where digital media is the new standard we are now forced into a standard of limitations. Not to mention should we wish for a higher cap they will find a way to charge us for that. In a household where online movies, gaming, communication, and business occurs this can only be seen as an unnecessary injustice to our freedom.

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[Ticket: # 1241498 - Data caps on wired internet to promote Comcast's own streaming service](#)

**Date:** 10/7/2016 11:56:48 AM

**City/State/Zip:** San Francisco, California 94115

**Company Complaining About:** Comcast

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## **Description**

Comcast sent us an email detailing a new data cap on our account. We pay for a premier 250MBPS plan and the data caps were not disclosed at the time of signup. Comcast's customer care has been utterly unhelpful in explaining the rationale behind these caps, their spontaneous appearance, and their effect on net neutrality.

Data caps on wired internet are a ploy to stifle competition from streaming services like Netflix and promote Comcast's own services. This is in stark contrast with FCC's net neutrality policies and the ethos of an open and free internet.

FCC must act promptly to curb this anti-competitive behavior or we risk a precedent that will foreshadow American internet use and innovation for generations!

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**Ticket: # 1241507 - Sudden Data Caps Imposed**

**Date:** 10/7/2016 11:57:47 AM

**City/State/Zip:** Aurora, Illinois 60506

**Company Complaining About:** Comcast

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### **Description**

I've been a customer with Comcast for many years. I've recently learned that the same internet service I've been paying for will now have data caps associated with it with fines for exceeding those limits. Why is internet service not handled like a utility? I work from home and a robust internet connections is a necessity for my livelihood. Comcast imposing limits on the same, previously unlimited service I've paid for, for years, is simply unacceptable.

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[Ticket: # 1241508 - Comcast data cap is unacceptable.](#)

**Date:** 10/7/2016 11:57:50 AM

**City/State/Zip:** Vancouver, Washington 98684

**Company Complaining About:** Comcast

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## **Description**

Comcast data cap. There shouldn't be a data cap.

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**Ticket: # 1241533 - Comcast data cap and monopoly**

**Date:** 10/7/2016 12:01:58 PM

**City/State/Zip:** San Jose, California 95134

**Company Complaining About:** Comcast

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## **Description**

Comcast will be applying a 1TB/month data cap on accounts in California, including mine ([https://customer.xfinity.com/help-and-support/internet/data-usage-find-area?MAR=HOME\\_AX06.16](https://customer.xfinity.com/help-and-support/internet/data-usage-find-area?MAR=HOME_AX06.16)). This is an unacceptable restriction due to their harmful monopoly. I subscribe to their 105Mb/s service. As such, my "cap" should be the maximum use of that service, which is 32.4TB/month ( $105/8 * 60 * 60 * 24 * 30 / 1024 / 1024 = 32.4\text{TB/month}$ ).

The Internet service providers of this country must be forced to open their infrastructure like any public utility. This would allow real competition, which would discourage illegal business tactics like this.

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**Ticket: # 1241538 - Comcast 1TB Data Limit**

**Date:** 10/7/2016 12:02:24 PM

**City/State/Zip:** Baytown, Texas 77520

**Company Complaining About:** Comcast

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### **Description**

Comcast (Xfinity) is implementing a 1 Terabyte Data Cap on my wired, cable internet connection, after which they are planning to charge me \$10 per each 50 GB overage. In an age of streaming 4k video, downloadable Steam games, and VR content, I believe this is simply unacceptable.



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[Ticket: # 1241539 - Interns data usage caps](#)

**Date:** 10/7/2016 12:02:54 PM

**City/State/Zip:** Elk Grove, California 95758

**Company Complaining About:** Comcast

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## **Description**

Comcast has just notified me that I will be having a 1TB data cap on my Internet. This is not enough data as I use Internet streaming services like Netflix, hulu and Amazon for TV and not cable. I am forced to use Comcast since no other carrier in my area has speeds to stream like Comcast. This is a monopoly and unfair business practices. Please pressure comcast to get rid of data caps.

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**Ticket: # 1241551 - Comcast Internet Service Provider Data Usage Caps**

**Date:** 10/7/2016 12:04:39 PM

**City/State/Zip:** Santa Clara, California 95050

**Company Complaining About:** Comcast

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### **Description**

I received a notification today that Comcast will start implementing a DATA CAP of 1000 GB for home residential internet service. This move is profit-driven and anti-consumer. Data usage is sure to rise over time with increased streaming video, 4K content, etc.

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[Ticket: # 1241567 - Comcast's new "data cap"](#)

**Date:** 10/7/2016 12:05:53 PM

**City/State/Zip:** Wyoming, Michigan 49509

**Company Complaining About:** Comcast

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## **Description**

This data cap they will be applying soon is bullshit and this should not be allowed by the FCC. Internet data is only increasing in size and instead of keeping an internet with no limit they decide to put a cap. This is unacceptable and the FCC should do something about this.

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[Ticket: # 1241571 - Internet Data Caps](#)

**Date:** 10/7/2016 12:06:32 PM

**City/State/Zip:** Colorado Springs, Colorado 80916

**Company Complaining About:** Comcast

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## **Description**

It's 2016 in a heavy digital consumption age. 4K content is on the edge of becoming mainstream in a few years. Data caps make no sense. They are simply arbitrary limits placed by the old gatekeepers seeing their relevancy diminish. Plus it's the internet isn't owned by anyone so why is it fair to put data limits upon it's customers? Data limits should not exist in a world that is pushing towards an internet based society more and more than it's already at daily.

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[Ticket: # 1241578 - Comcast Data caps](#)

**Date:** 10/7/2016 12:07:20 PM

**City/State/Zip:** Coon Rapids, Minnesota 55433

**Company Complaining About:** Comcast

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## **Description**

It's 2016 in a heavy digital consumption age. 4K content is on the edge of becoming mainstream in a few years. Data caps make no sense. They are simply arbitrary limits placed by the old gatekeepers seeing their relevancy diminish. They have no reason to be placing these caps other than to increase revenue, Data doesn't take up a physical space and they are treating it so.

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**Ticket: # 1241572 - Comcast data cap limit 1 TB**

**Date:** 10/7/2016 12:06:33 PM

**City/State/Zip:** San Jose, California 95130

**Company Complaining About:** Comcast

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## **Description**

I am a California resident and customer of Comcast for my cable internet service. I just received an email from Comcast informing me that effective 1 November 2016 there will be a new data cap limit of 1 TB on my previously unlimited data plan. I understand that this 1 TB data cap will also be rolling out to my only alternative for wired internet service provider at my residence, AT&T. Network capacity may be a growing concern as technology evolves but I find it awfully convenient for Comcast that effective 1 November 2016, Unlimited service from Comcast will be available but only as a premium service for another \$50 per month. If "unlimited data" is really the issue then why is this still available to the consumer at a premium? Thank you for reading.

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**Ticket: # 1244456 - Comcast data caps**

**Date:** 10/7/2016 5:51:24 PM

**City/State/Zip:** La Salle, Colorado 80645

**Company Complaining About:** Comcast

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## **Description**

Comcasts new data plan is completely wrong. Its a bait and switch tactic after years of common practice. It limits peoples choices for true high speed internet providers in my area and others. A 1TB cap sounds like a lot but these days that is nothing. With the push from the video game industry to more digital downloads of games and products and the rise or 4k or UHD televisions internet usage is only going up. America is already behind in terms of speed across the nation for our internet. We do not need to be hindered by limits on our usage.

An average 4k ultra high definition movie can be as large as 100 gigabytes. That would roughly be 1/10 of Comcasts new data cap. Video games vary in size greatly. However major releases can easily be 50 gigabytes. So by the time you watch a couple movies and download a few games you will have used up a large percentage of your data limit. And then if you do play the games online and do any sort of photo saving to the cloud you will easily surpass your data cap.

This sort of limit could easily effect the economy. Why would I purchase a new tv that I can not Use. Since 4k over the air broadcasts are currently not available. Guess I cannot download the game for my son until next month. There simple things should not be an issue to any American.

Please move forward in blocking any ISP from using this business model.

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[Ticket: # 1241591 - Comcast Data Caps](#)

**Date:** 10/7/2016 12:08:19 PM

**City/State/Zip:** Blue Springs, Missouri 64015

**Company Complaining About:** Comcast

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## **Description**

I was just informed that Comcast will be rolling out data caps in the state of Missouri. The internet should not be capped. There are many cases of data caps being unregulated, causing Comcast and other ISPs charging customers more data than they used. In addition, the Internet is a public utility. Net Neutrality was ruled on in 2015.



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**Ticket: # 1241601 - Comcast Data Cap.**

**Date:** 10/7/2016 12:08:53 PM

**City/State/Zip:** Taylorsville, Utah 84129-1864

**Company Complaining About:** Comcast

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## **Description**

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

<https://www.engadget.com/2016/10/06/comcasts-1tb-data-caps-start-to-roll-out-nationwide/>

The way they monitor customer's data caps are not even accurate.

<http://arstechnica.com/information-technology/2016/09/tales-from-comcasts-data-cap-nation-can-the-meter-be-trusted/>

It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

America is already behind most of the other major countries in the world in terms of our access to the internet in both pricing and speeds, and this tactic is absolutely not going to help.

Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

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**Ticket: # 1241606 - Comcast/XFINITY Data Cap Imposed**

**Date:** 10/7/2016 12:09:08 PM

**City/State/Zip:** Murray, Utah 84117

**Company Complaining About:** Comcast

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**Description**

After using Comcast internet for 5-6 months, I have now been informed that I have a data cap on my internet. This is some of the most dirty, underhanded business tactics I have ever seen in my life. I did not agree to this when I signed my contract.

Data caps are archaic and a blatant lie to consumers. They only exist as a way to squeeze more money out of people who have nowhere else to turn since comcast runs a monopoly on high speed internet. I need high speed internet to do my job and make a living, now Comcast/XFINITY has decided to raise my cost of living for no reason other than to line their pockets. This is why the internet should be classified as a utility, so that these crooks don't have sweeping control of an entire market.

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**Ticket: # 1241607 - Comcast data caps**

**Date:** 10/7/2016 12:09:22 PM

**City/State/Zip:** Marysville, Washington 98270

**Company Complaining About:** Comcast

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## **Description**

Comcast is restricting internet access by imposing a data cap of 1TB beginning in November 2016. I already pay for a given bandwidth to access internet services, and this new cap diminishes my ability to access those services on a long term basis. Using 4K video as a standard for data use, I would consume more than 40GB per day with current usage habits (2+ hours of video consumed per day, not including other internet services). That amounts to less than 25 days of service per month. I ask that the FCC intervene and not allow data caps for hard wired services.

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**Ticket: # 1241650 - Comcast 1TB Data Cap as of November 1, 2016**

**Date:** 10/7/2016 12:14:53 PM

**City/State/Zip:** Mountain View, California 94040

**Company Complaining About:** Comcast

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### **Description**

It is unacceptable to have any form of data caps on a service/utility that is not even finite in nature. Please police this clear abuse of a almost complete monopoly on a vital and infinite utility to our society. An open, data-cap less and neutral internet is the future this country needs. You have one job. Do it.

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[Ticket: # 1241653 - Comcast data caps are unacceptable](#)

**Date:** 10/7/2016 12:15:17 PM

**City/State/Zip:** Penn Laird, Virginia 22846

**Company Complaining About:** Comcast

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### **Description**

I stream in 4k, also use twitch to stream games, along with netflix and other streaming software. The data caps are unacceptable.

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[Ticket: # 1241681 - Data caps](#)

**Date:** 10/7/2016 12:18:41 PM

**City/State/Zip:** Bellingham, Washington 98229

**Company Complaining About:** Comcast

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## **Description**

I do not agree with data caps and have never agreed to their use when paying for internet. Data caps have no explanation other than to exploit customers. Internet usage is a necessary part of today's life and data caps make it difficult for people to improve daily life

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**Ticket: # 1241685 - Comcast Xfinity Data Cap is consumer-unfriendly and violates net neutrality**

**Date:** 10/7/2016 12:19:12 PM

**City/State/Zip:** San Francisco, California 94110

**Company Complaining About:** Comcast

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## **Description**

Comcast just announced that they will be applying a 1TB data usage plan to my account.

There are three problems with the addition of the plan:

- 1) This will lead to a loss of peace-of-mind for consumers. One of the benefits of having a stable, high-speed home internet connection is that users can reliably use the internet without having to watch a meter, as they often do with a cellular data plan, for example. This provides an improved customer experience since it allows consumers to use the internet as they please without any additional stress. The change that Comcast is making will impose significant additional stress on customers, even for those customers who do not routinely exceed the data usage cap.
- 2) This will lead to a reduced level of innovation in the marketplace. If new apps and services (such as VR, high-bandwidth home security systems, videoconferencing, 4K video streaming, etc.) have to operate in a world where a large number of customers have a limited data plan, the level of innovation will be reduced this will either require excessive investment on the part of other organizations to optimize their applications for limited data usage, or prevent new data-heavy apps and services from coming to market in the first place.
- 3) Comcast is exempting its own traffic from counting against the data usage plan. This is in direct violation of net neutrality, and means that apps and services that are not blessed by Comcast will be more costly for the consumer to use, reducing competition in the marketplace for competing services.

In previous statements, Comcast has made it clear the decision to add a data usage plan was made to generate additional revenue, not for network management purposes, which is especially frustrating given the problems above.

I urge the FCC to take regulatory action against Comcast, upholding net neutrality rules and preventing the use of unnecessary data caps.

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[Ticket: # 1241697 - Comcast Data Caps are Unreasonable](#)

**Date:** 10/7/2016 12:21:19 PM

**City/State/Zip:** Seattle, Washington 98199

**Company Complaining About:** Comcast

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## **Description**

A free and open internet contained by artificial data caps is unjust and unfair. There is no additional cost to the service provider for the use of more data over the course of a month. Charging for going over is exceptionally poor judgement and borderline price gouging. Please stop Comcast from implementing a nationwide data cap on home internet connections.



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[Ticket: # 1241701 - Upcoming 1TB Data Cap Unfair](#)

**Date:** 10/7/2016 12:21:35 PM

**City/State/Zip:** Petaluma, California 94954

**Company Complaining About:** Comcast

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### **Description**

I live in California and last month signed up for a 1 year contract for Xfinity internet. Now Comcast says next month data will no longer be unlimited, but will have a 1TB data cap. Problem is I could easily go through that in less than a day with the speeds they provision. How is this acceptable when I have no alternative high speed Internet service to choose from? Monopoly working against their customers.

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[Ticket: # 1241703 - Data caps + streaming services](#)

**Date:** 10/7/2016 12:21:39 PM

**City/State/Zip:** Monrovia, California 91016

**Company Complaining About:** Comcast

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## **Description**

Data caps are anticompetitive to online streaming video services.

I'm afraid that Comcast will begin allowing data-free streaming from some services and not others (similar to how T-Mobile treats Spotify/YouTube/et al) which I believe violates the principles of net neutrality.

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**Ticket: # 1241708 - Comcast 1TB Data Caps**

**Date:** 10/7/2016 12:22:14 PM

**City/State/Zip:** Fresno, California 93722

**Company Complaining About:** Comcast

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## **Description**

Comcast rolling out their 1TB data caps nationwide is just a long term plan to rake in massive overage fees in the next few years.

4K streaming is increasing in popularity, things like video games are increasingly downloaded instead of being installed from a disk (and those download sizes are getting larger).

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[Ticket: # 1241723 - Data cap imposed on internet service](#)

**Date:** 10/7/2016 12:23:33 PM

**City/State/Zip:** Murray, Utah 84117

**Company Complaining About:** Comcast

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## **Description**

Comcast imposed a data cap on our internet after being a customer for a few months. We did NOT consent to this and never will, and it affects our livelihood immensely. This is highly unethical and an absolutely terrible business practice. If this doesn't get resolved they will permanently lose us as a customer, and we will spread the word.

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**Ticket: # 1241724 - Comcast**

**Date:** 10/7/2016 12:23:39 PM

**City/State/Zip:** San Francisco, California 94109

**Company Complaining About:** Comcast

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## **Description**

Comcast has enjoyed a nationwide monopoly/oligopoly for many years, both in the areas of cable television and cable internet. Now, with customers leaving their television service in droves they have decided to flex their monopolistic muscles and begin charging customers more for the same service. Yesterday, I received a letter from Comcast informing me that they would begin enforcing arbitrary "data caps" - a concept which has no technological justification other than a vague, hand-wavey dismissal of 'fiarness' - on my account.

In short, if I want to receive the exact same service I have received for years, as a loyal customer, I must begin paying an EXTRA \$50 per month to continue enjoying unlimited data. They claim that they are "increasing" their previous limits, as a courtesy to the customer - limits that were never enforced and never advertised, and therefore never actually existed. They've taken my virtually unlimited access to information, crippled it, and put an additional price tag on it.

This is a clear punishment towards the millions of customers who have opted not to purchase television service, and rely on heavy internet usage for streaming shows and entertainment. It is blatantly anti-competitive against Netflix, Hulu and Amazon, their largest competitors in the television market.

I beg the FCC to put a stop to this. There is no technical reason to enforce data caps, there is no additional cost to provide more bits & bytes to the customer. It is time to break up the Comcast monopoly; force them to rent out their service lines - divide the internet service provider from the cable lines they so greedily exploit.

America is already struggling, with other countries far surpassing us in quality and cost of internet access. We need to take action, to remain competitive in the global marketplace and ensure internet service is as cheap and available as any other utility, such as phone lines or water.

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[Ticket: # 1241758 - Data caps on home ISP services](#)

**Date:** 10/7/2016 12:29:34 PM

**City/State/Zip:** Portland, Oregon 97206

**Company Complaining About:** Comcast

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## **Description**

Data caps are wrong. I pay for access to the Internet, not access to as much internet as Comcast thinks is ok for my needs. I play games and watch Netflix, which use a lot of data. Caps would discriminate against users like me. Keep the net neutral or people will find illegal ways to circumvent data caps and ISP restrictions.

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[Ticket: # 1241728 - Comcast implementing data cap in my area](#)

**Date:** 10/7/2016 12:24:19 PM

**City/State/Zip:** Foster City, California 94404

**Company Complaining About:** Comcast

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## **Description**

Just got an email from Comcast that they are going to implement data cap for internet from Nov 1st 2016.

As a consumer I protest this trend and do not want to support such monopoly.

The ISP market is has no competition and the monopolies of these ISPs have caused nothing but grief to customers and businesses.

They charge whatever they want and raise the prices whenever they want. These are anti-competetive practices and need to be curbed.

internet must be treated as utility and there should be no limit to what customers can do with the data. Prices should not be outrageous too.

I have high hopes from FCC.

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**Ticket: # 1241732 - DATA CAPS**

**Date:** 10/7/2016 12:25:12 PM

**City/State/Zip:** Santa Cruz, California 95062

**Company Complaining About:** Comcast

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### **Description**

Data Caps are unnecessary and Comcast adding them nationwide for no reason other than to line their own pockets.



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**Ticket: # 1241738 - Comcast Data Cap Expansion**

**Date:** 10/7/2016 12:25:57 PM

**City/State/Zip:** Seattle, Washington 98105

**Company Complaining About:** Comcast

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**Description**

Comcast is expanding their data caps significantly starting on November 1st, especially into areas without direct competitors. Despite no technological reason for restricting data usage, Comcast feels the necessity to cap usage and charge overage fees to consumers.

Despite being arguably the most technologically advanced nation on earth, the United States lags significantly behind other nations in terms of accessibility to the internet and net neutrality. Comcast continuing to roll out data caps will have broad negative impacts on our community in the future.

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[Ticket: # 1241749 - Comcast Data Caps](#)

**Date:** 10/7/2016 12:28:47 PM

**City/State/Zip:** Chesapeake, Virginia 23323

**Company Complaining About:** Comcast

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## **Description**

While I am not a Comcast subscriber I fear the precedent set by their implantation of data caps as it is anti-competitive for the wide variety of streaming services used in millions of homes today. If the use of Comcast's data caps inhibits the ability of subscribers to access internet or 3rd party streaming services in favor of cable or other similar services offered by Comcast then fairness in the marketplace will be harmed.

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[Ticket: # 1241752 - Comcast data caps](#)

**Date:** 10/7/2016 12:28:57 PM

**City/State/Zip:** Aztec, New Mexico 87410

**Company Complaining About:** Comcast

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## **Description**

Comcast is rolling out terabyte data caps which is against net neutrality.

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**Ticket: # 1241767 - Comcast / Xfinity 1TB Data Cap**

**Date:** 10/7/2016 12:30:21 PM

**City/State/Zip:** Minneapolis, Minnesota 55411

**Company Complaining About:** Comcast

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**Description**

Issuing and enforcing a 1tb Data Cap for users is anti-competitive and anti-consumer. Comcast treats internet usage as if it is a finite resource. Using internet does not deplete resources, and the move is completely to discourage the normal use of streaming Cable alternatives like Netflix.

They are acting like the 1TB cap is an increase, and only 1% of users will be affected. But these numbers are "right now". With the introduction of 4k Streaming, increased use for social media, and most software becoming digital download only, this will soon become unmanageable and the precedent will be set.

This is also unfair to consumers as we have no legitimate choice as a competitor for high speed internet in certain places.

Please reconsider allowing Comcast to implement this predatory practice of data caps on home internet.

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[Ticket: # 1241770 - Data cap](#)

**Date:** 10/7/2016 12:30:33 PM

**City/State/Zip:** Ventnor City, New Jersey 08406

**Company Complaining About:** Comcast

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### **Description**

I strongly feel you need to intervene with Comcast's decision to put fees on passing the data caps. We are not making more money and fees always go up. Please they are "taking advantage" of the little guy like myself and they shouldn't be making situations harder.

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**Ticket: # 1241771 - Issues with Comcast Internet Data Cap**

**Date:** 10/7/2016 12:30:47 PM

**City/State/Zip:** Sacramento, California 95816

**Company Complaining About:** Comcast

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## **Description**

I believe Comcast's 1TB data caps roll out nationwide is unfair and against Open Internet/Net Neutrality. In this day and age, with 4K video approaching and other digital medias (streaming, digital game downloads, cloud storage) already here, a 1TB monthly restriction will become easily approachable. Along with that the USA is already paying much more for internet than the rest of the developed world, we are forced into using monopolies, and tax payer dollars were already used to fund the infrastructure these companies use with no real speed/robustness improvements on their side (ie. we have one of slower internet speeds in developed world). Please just re-categorize internet service into a utility, were price are more regulated by the US governemnt & fair usage is top priority!

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[Ticket: # 1241772 - Comcast data cap](#)

**Date:** 10/7/2016 12:30:51 PM

**City/State/Zip:** Orem, Utah 84058

**Company Complaining About:** Comcast

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## **Description**

I just got a notice from Comcast that they're starting a data cap in my area - of course my area is a Comcast monopoly. Now I will have to pay extra if I actually make significant use of their service. Note that I would *\*not\** have to pay extra for video data (e.g. digital TV) if I purchased it through Comcast. This is a clear net neutrality violation, and an abuse of their monopoly status. It is also a reduction in my service without any compensation to the consumer.

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[Ticket: # 1241786 - comcast data caps in seattle](#)

**Date:** 10/7/2016 12:33:00 PM

**City/State/Zip:** Seattle, Washington 98105

**Company Complaining About:** Comcast

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## **Description**

These data caps of 1tb are a really bad precedent. Comcast is THE only option in most of seattle for anything faster than 50mbps. Centurylink the only other competitor in most places offers only 12mbps! This is a monopolistic move, please stop it.



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**Ticket: # 1241801 - Data caps on Comcast**

**Date:** 10/7/2016 12:35:57 PM

**City/State/Zip:** Hudson, Wisconsin 54016

**Company Complaining About:** Comcast

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## **Description**

The expanded rollout of additional data caps serves no purpose other than greed. If they state that it will not affect 99% of people, why have them at all?

This serves as nothing more than to punish cord cutters and prevents furthering technology for things such as 4K video streaming.

If you want to use a pay as you use model, why do we not get refunds/rollover data when we stay under the cap? Consistency needs to be had here.

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**Ticket: # 1252199 - Comcast home internet data caps**

**Date:** 10/11/2016 7:49:11 AM

**City/State/Zip:** San Francisco, California 94110

**Company Complaining About:** Comcast

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## **Description**

I am a resident currently affected and very unhappy about residential internet data cap forced upon my home and my community by Comcast. There is no technical reason why Comcast needs to implement data caps on their home, wired internet plans. It isn't about fairness or congestion, it is simply a way for Comcast to charge more money to people uninterested in subscribing to their television or telephone services.

Let's talk about fairness; Comcast claims they are charging data like how any other utility charges for water, electricity, and gas. However, once the infrastructures are put in place, sending and receiving data costs almost nothing to them. They are already charging enough to post record profits last year.

Now, let's talk about congestion, data caps have nothing to do with network congestion, as was evident when Comcast accidentally leaked an internal memo confirming so.

Increase in profits is the only reason left, and while a business has every right to make as much money as they can, Comcast, being a monopoly in many areas, should be held to a different standard. There is no competition, nowhere to turn. In my area, while there are a few other internet service providers, if you live in a single-home residence, none come close to matching the speed of Comcast's offerings. This practical monopoly in the area dictates that I can't even vote with my wallet—I can either put up with Comcast's abuse or pay for almost unusably slow internet.

With the increase in high data-utilization applications such as 4K streaming and more Internet connected devices in our homes, this data cap is an unfair way to turn a profit without actually innovating. We've come decades without imposing data caps on residential internet connections. There's no sound reason why we have to start now. It is the FCC's responsibility to make sure that home internet doesn't devolve into the mess that the mobile internet landscape has become.

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**Ticket: # 1241805 - Comcast Data Caps****Date:** 10/7/2016 12:36:20 PM**City/State/Zip:** Colorado Springs, Colorado 80918**Company Complaining About:** Comcast

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**Description**

Comcast has sent an email stating that they will be imposing 1TB data caps in my home town, Colorado Springs. It is unfair as I do not have any other ISP options to turn to in protest of the data cap that meet my internet needs for work, school, and entertainment. Details of my data plan included unlimited data and this cap was done without my knowledge, input, or agreement as a consumer. Not to mention that Comcast has not offered me any way to track my data usage and my own research has shown discrepancies between what Comcast measures and what other users have recorded. This is price gouging and even though Comcast has indicated that less than 1% of its total users use up 1TB of data or more, this just opens the door for the company to lower data caps and create plans that negatively effect a good portion of their customer base. I work from home and my SO works from home and, like I stated above, if there were any other provider that would give us the speed we require to make our living, we would change over in a heartbeat, but there is simply no other ISP that can give us the speeds we need.

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[Ticket: # 1241823 - data caps](#)

**Date:** 10/7/2016 12:39:41 PM

**City/State/Zip:** Lasalle, Colorado 80645

**Company Complaining About:** Comcast

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## **Description**

Comcast will be rolling out data caps non wide. In this digital age this is completely unethical. They already nickel and dime us for spotty at best service. They also already are making profits hand over fist. They do not need to control the flow or access to information on top of all this. They are essentially saying that we don't have a right to view or access information as need or necessity arises.

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[Ticket: # 1241816 - Comcast datacap cash grab](#)

**Date:** 10/7/2016 12:38:06 PM

**City/State/Zip:** Crystal, Minnesota 55428

**Company Complaining About:** Comcast

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## **Description**

Comcast is implementing data caps to broadband internet access in my state, Minnesota, on November 1st 2016. They are dressing it up as "fairness" but it is obviously a transparent cash grab. Between Streaming services, game consoles, VoIP calling through my mobile phone, and myself and my wife working from home this "feature" is ridiculous and anti-consumer.

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**Ticket: # 1242731 - Comcast Data Caps**

**Date:** 10/7/2016 2:17:48 PM

**City/State/Zip:** Tesuque, New Mexico 87575

**Company Complaining About:** Comcast

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### **Description**

It is not right that internet providers such as Comcast can put a data cap on a service consumers pay for. It's like buying a car and saying you can only drive 1000 miles a year.

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[Ticket: # 1241833 - Comcast 1TB data cap](#)

**Date:** 10/7/2016 12:41:19 PM

**City/State/Zip:** Houston, Texas 77058

**Company Complaining About:** Comcast

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## **Description**

Comcast is rolling a 1 terrabyte data cap nationwide this november. This is unacceptable, as 4K tv is on the rise and would not take long for the average viewer to reach that data cap with streaming 4k tv show from netflix or other services. Also, downloading games would take a big chunk of the cap as well. Most game titles today are 20 to 50 gigabytes.

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[Ticket: # 1246795 - Comcast internet](#)

**Date:** 10/8/2016 12:02:57 AM

**City/State/Zip:** Greeley, Colorado 80634

**Company Complaining About:** Comcast

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**Description**

Home internet should not be data capped



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**Ticket: # 1241835 - Comcast Data Caps**

**Date:** 10/7/2016 12:41:33 PM

**City/State/Zip:** Seattle, Washington 98125

**Company Complaining About:** Comcast

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## **Description**

Comcast has predatory and unfair pricing with their new data caps. My family complained to the FCC about this issue prior to Comcast rolling these out Nationwide. We mentioned that we were afraid that this would occur since there is no other internet provider available in our area. Comcast replied with some pre-made response that simply stated they were unaware of me as a customer and how this was better for customers. This is monopolistic behavior and it is done at a detriment to the American public. The internet should be a human right and restrictions to accessing it by a monopolistic company should be controlled. Please FCC you're our only hope.

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[Ticket: # 1241913 - Data caps](#)

**Date:** 10/7/2016 12:51:53 PM

**City/State/Zip:** Houston, Texas 77004

**Company Complaining About:** Comcast

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### **Description**

I'm getting a mandatory data cap for my home internet service from Comcast.

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[Ticket: # 1241836 - Comcast data caps](#)

**Date:** 10/7/2016 12:41:38 PM

**City/State/Zip:** Boynton Beach, Florida 33426

**Company Complaining About:** Comcast

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## **Description**

The whole idea about data caps is the abuse that cable companies have on the Internet market. What they're doing is wrong and unfair to many businesses and users as well. It's they're lack luster way to fight competition without having to put in any effort to appropriately build a competing product. If people are cutting cable subscriptions, it's because your product is inferior, don't force it into people. This whole market is moving backwards. Usually companies go from having data caps to removing it, this is going from no caps to having data caps. It is just wrong and should not be allowed.

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**Ticket: # 1241840 - Comcast 1TB Data Caps**

**Date:** 10/7/2016 12:41:58 PM

**City/State/Zip:** Ferndale, Michigan 48220

**Company Complaining About:** Comcast

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## **Description**

Comcast is rolling out 1tb data caps in the Detroit Metro area which seriously stifles future advancements in technology. In many cases, Comcast is the only provider option in the area for cable and true broadband internet.

I was planning on utilizing my new 4k TV with the newly released Google Chromecast Ultra starting next month, however under the new rules, I would exceed the cap with 4k usage.

Data is not a finite resource. Please don't let comcast continue to treat its customers as though it were.

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[Ticket: # 1241844 - Comcast 1TB data cap for Home Internet Xfinity Customers](#)

**Date:** 10/7/2016 12:42:22 PM

**City/State/Zip:** Southampton, Pennsylvania 18966

**Company Complaining About:** Comcast

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## **Description**

Enforcing a 1TB data cap on home users can cause many a problems. People who work from home and utilize their internet for work, general usage like streaming and gaming would be an issue as well. Forcing this cap is in a sense dictating what consumers can and can't do and limiting them from being able to have the basic freedom of choice.

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**Ticket: # 1241848 - Comcast Data Caps**

**Date:** 10/7/2016 12:42:54 PM

**City/State/Zip:** Englewood, Colorado 80112

**Company Complaining About:** Comcast

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### **Description**

Comcast is increasing its data cap coverage just before the cold months when people are indoors more. They they allow people to go over for "only 10 bucks for each additional 50gigs up to 200 dollars." They run on huge profits as it is, they are just price gouging customers because they know most customers do not have any other options for internet. (attached .PNG of email from Comcast)

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**Ticket: # 1241854 - Comcast Data Caps**

**Date:** 10/7/2016 12:43:26 PM

**City/State/Zip:** Manteca, California 95337

**Company Complaining About:** Comcast

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## **Description**

Comcast just implemented a data cap on my internet connection. While 1tb of data may seem like a lot now in the future my family is likely to exceed that limit as technology evolves. We are already utilizing 4k content and are picking up on VR technology now. Because Comcast has a monopoly on broadband service in my area as a consumer I have no other options. Help i am being oppressed!

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**Ticket: # 1241866 - Internet Data Caps**

**Date:** 10/7/2016 12:44:43 PM

**City/State/Zip:** University Place, Washington 98466

**Company Complaining About:** Comcast

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**Description**

Comcast has enjoyed a nationwide monopoly/oligopoly for many years, both in the areas of cable television and cable internet. With customers leaving their television service they have decided to flex their monopolistic muscles and begin charging customers more for the same service.

Yesterday, I received a letter from Comcast informing me that they would begin enforcing arbitrary "data caps" - a concept which has no technological justification other than a vague dismissal of fairness - on my account.

In short, if I want to receive the exact same service I have received for years, as a loyal customer, I must begin paying an EXTRA \$50 per month to continue enjoying unlimited data. They claim that they are "increasing" their previous limits, as a courtesy to the customer - limits that were never enforced and never advertised, and therefore never actually existed. They've taken my virtually unlimited access to information, crippled it, and put an additional price tag on it.

This is a clear punishment towards the millions of customers who have opted not to purchase television service, and rely on heavy internet usage for streaming shows and entertainment. It is blatantly anti-competitive against Netflix, Hulu and Amazon, their largest competitors in the television market.

I beg the FCC to put a stop to this. There is no technical reason to enforce data caps, there is no additional cost to provide more bits & bytes to the customer. It is time to break up the Comcast monopoly; force them to rent out their service lines - divide the internet service provider from the cable lines they so greedily exploit.

America is already struggling, with other countries far surpassing us in quality and cost of internet access. We need to take action, to remain competitive in the global marketplace and ensure internet service is as cheap and available as any other utility, such as phone lines or water.



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[Ticket: # 1241944 - Data Caps](#)

**Date:** 10/7/2016 12:54:53 PM

**City/State/Zip:** Colorado Springs, Colorado 80906

**Company Complaining About:** Comcast

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## **Description**

Comcast applying data caps to its service is an unnecessary burden on the consumer. It is merely a way to charge more for their services that are already over priced. I just reinstalled a new hard drive on my PS4 and had to re-download several apps and data which used more than 20% of that data cap in one day.

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**Ticket: # 1241878 - Comcast and data caps**

**Date:** 10/7/2016 12:46:22 PM

**City/State/Zip:** Bellingham, Washington 98226

**Company Complaining About:** Comcast

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## **Description**

Comcast is on course to implement data caps starting November 1st. I wish to voice my concern over this course of action.

In today's world, access to the internet is essential for job searches, communications, general knowledge, and connectivity with one's family, friends, and peers. Services like Netflix and other streaming content providers require a stable, fast internet connection to provide their content. By capping one's data usage, Comcast is effectively strangling consumers' ability to do everything they want.

It wasn't long ago that everyone had unlimited internet access. Now, increasingly everyone is losing this access, without a significant change in usage. People simply aren't using "more internet" today than they were last year. Comcast, and companies like them, have the unreasonable ability to dictate how much of an unlimited good their consumers can access.

Please do something to force Comcast, and companies like them, to maintain unlimited internet access for consumers.

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[Ticket: # 1241922 - Comcast Datacaps](#)

**Date:** 10/7/2016 12:53:04 PM

**City/State/Zip:** San Francisco, California 94116

**Company Complaining About:** Comcast

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## **Description**

I can't believe you are allowing comcast to roll out a 1TB data cap on it's customers. What do you even do for consumers? You allow them to set up monopolies, and now you allow them to institute caps which only hurt consumers who stream media content and digitally purchase software (i.e. PS4 games, computer software, etc)

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**Ticket: # 1241888 - New Comcast data cap**

**Date:** 10/7/2016 12:48:15 PM

**City/State/Zip:** Saint Louis Park, Minnesota 55416

**Company Complaining About:** Comcast

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## **Description**

I recently received a notification from Comcast indicating that they would be instituting a "data cap" for people who use over 1TB of bandwidth a month, and that people who exceeded that cap would be charged extra. In my eyes, this is essentially limiting my Internet usage, as I now have to alter my Internet habits in order to stay under the limit. Since streaming video is such a high-bandwidth activity, this means that other services that I pay for, such as Netflix and Amazon Prime Video, have now become limited, as I won't want to pay extra for extra data or worry about how much data I've used. I also occasionally work from home, which could now cost more, although I don't believe that that takes up much bandwidth.

It seems wrong to me that a company that provides cable TV can now essentially limit its customers use of streaming video, which is a direct competitor to their cable service. They may claim that they're doing this to make it so that customers who use less pay less, but they're not discounting the rates to people who are using less; only increasing the rates for people that pay more.

With the way technology works, it will ultimately take more and more data to do the same task as time goes on. Streaming things like Netflix in 4K resolution rather than 1080P resolution or higher-quality music will take more bandwidth, as will things such as playing video games online and even checking Facebook. It's the same reason why hard drive space in things like cell phones and laptops keeps increasing - newer technology demands it. Unfortunately, I can't say I expect the Comcast data cap to increase, causing consumers to pay more for their Internet service.

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**Ticket: # 1241890 - Data Caps**

**Date:** 10/7/2016 12:48:23 PM

**City/State/Zip:** Houston, Texas 77039

**Company Complaining About:** Comcast

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## **Description**

It is about time we bring an end to the archaic practice of data caps. The only reason it exists is to line the pockets of the CEOs and board members or major ISPs such as Comcast. Data is not a tangible, finite material. It is immaterial and infinite. Comcast just sees the advent of streaming, digital downloads, & 4k television as another source for their greed. It must stop.

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[Ticket: # 1241893 - Data Cap from Comcast](#)

**Date:** 10/7/2016 12:49:10 PM

**City/State/Zip:** Northville, Michigan 48168

**Company Complaining About:** Comcast

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## **Description**

It is incredibly unfair that Comcast is able to roll out data caps, especially in the area that I live in, where I don't any additional competition to choose from. In addition, restrictions on data usage prevent people from accessing information at will which is harmful because many people work from home or run a business from home in addition to their personal usage.

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**Ticket: # 1241894 - Comcast Data Caps**

**Date:** 10/7/2016 12:49:11 PM

**City/State/Zip:** San Francisco, California 94109

**Company Complaining About:** Comcast

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## **Description**

Hello-

I only have one option for internet that I just signed up for. It was previously an unlimited plan of data and now Comcast is charging me almost 100% more (double my original price) to give me the same level of service less than 3 months later. IF I HAD ANY OTHER OPTIONS AT MY ADDRESS I WOULD CANCEL. I DO NOT. How is this not a monopoly ????

Comcast should be regulated as a utility and data caps should be banned completely. They should be forced to rent out their lines to competing services so there is price competition. All internet should be a utility service - it is just as vital if not more so than electricity, water and sewage systems at making our modern economy possible. As a business owner and digital entrepreneur the current state of internet service is absurd.

Thank you,

(b) (6)

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**Ticket: # 1241903 - Comcast - Denver 1TB Data Caps**

**Date:** 10/7/2016 12:50:47 PM

**City/State/Zip:** Denver, Colorado 80219

**Company Complaining About:** Comcast

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## **Description**

These caps unfairly compete with online video streaming services, and Comcast has a conflict of interest in being a legacy TV provider. I am being punished by canceling my cable subscription and instead going with Netflix, Hulu, SlingTV for my TV needs?

What about business? Who sells products through an online website it will have to be taken into account, these data-caps, when responding to emails.

The internet has changed how we live day by day. Today is 1TB data cap, speeds will increase, tech will get better. Look at the TVs getting 4k. 4k requires more data. Next thing you know you will reach your 1TB in the near future in no time.

This is limiting technology moving forward, moving our society forward overall.

Please stop this.



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**Ticket: # 1241910 - Comcast/Xfinity Data Caps**

**Date:** 10/7/2016 12:51:24 PM

**City/State/Zip:** Bellevue, Washington 98005

**Company Complaining About:** Comcast

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## **Description**

Hi,

This week Comcast announced nation wide data caps for certain cities and states that would restrict usage of consumer internet lines to 1 Terabyte per month.

While this is a large amount of data to consumers, this is a very restrictive data cap for any user who wishes to work or stream content to their home. With the emergence of 4k content on Netflix, Amazon, etc. this data cap stops consumers from ever watching this content in fear of being charged by Comcast.

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[Ticket: # 1241934 - Comcast 1T Data Cap](#)

**Date:** 10/7/2016 12:53:43 PM

**City/State/Zip:** Salinas, California 93901

**Company Complaining About:** Comcast

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### **Description**

On November 1st 2016, Comcast will be implementing a 1 terabyte data cap for their provided internet services. This limit is unacceptable as data usage is increasing dramatically every year. Please consider barring Comcast from this injustice to consumers. Thank you.

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**Ticket: # 1241938 - Comcast 1TB data caps**

**Date:** 10/7/2016 12:54:24 PM

**City/State/Zip:** Seattle, Washington 98125

**Company Complaining About:** Comcast

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## **Description**

Comcast's forthcoming 1 TB data cap is:

1. A superfluous restriction on the exchange of information, ideas and media.
2. Is Comcast arbitrarily charging more for a service that already exists with no added value for customers.
3. Halts society's progress in the areas of technological advancement and cultural enlightenment.
4. Punishing the company's very best, most loyal customers.

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[Ticket: # 1241942 - Comcast data cap](#)

**Date:** 10/7/2016 12:54:46 PM

**City/State/Zip:** Palmer Lake, Colorado 80133

**Company Complaining About:** Comcast

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### **Description**

Does Comcast's new Data Cap violate Open Internet (aka net neutrality)? Seems to me that it does.

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**Ticket: # 1241950 - Data caps by Comcast**

**Date:** 10/7/2016 12:55:27 PM

**City/State/Zip:** Bellevue, Washington 98007

**Company Complaining About:** Comcast

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## **Description**

Hi

I would like to file a complaint that Comcast is adding data caps nationwide (as per <https://customer.xfinity.com/help-and-support/internet/data-usage-find-area> ). This is affecting my service and it is restricting my access to Internet as Comcast is the only provider in my area.

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**Ticket: # 1241977 - Comcast Data Caps**

**Date:** 10/7/2016 12:58:56 PM

**City/State/Zip:** San Francisco, California 94108

**Company Complaining About:** Comcast

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## **Description**

By purposely instituting data caps, and changing the terms of my contract without prior knowledge, not only is Comcast attempting to get MORE money out of me for zero added service agreements or stability, they are attempting to stifling competition from other competitors in the entertainment business by not allowing streaming without economic consequences.

Comcast's costs have neither gone up, nor has their infrastructure investment justified the increase. My costs have continuously gone up though, with zero added benefit.

Please put a stop to this IMMEDIATELY as it's definitely a gross workaround to net neutrality rules.

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[Ticket: # 1241979 - Internet Data Caps](#)

**Date:** 10/7/2016 12:59:09 PM

**City/State/Zip:** Carlisle, Pennsylvania 17013

**Company Complaining About:** Comcast

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### **Description**

Comcast's monthly download data cap of 1TB is unacceptable. No such data caps should be permissible.

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**Ticket: # 1241989 - Comcast Data Cap coming into effect**

**Date:** 10/7/2016 1:00:07 PM

**City/State/Zip:** Albany, Oregon 97322

**Company Complaining About:** Comcast

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## **Description**

I am shocked that Comcast is now putting into effect a data cap on my internet usage. I stream a lot of content from the internet, as I do not have a television package with Comcast. I am paying them and several other vendors like Netflix, Amazon, and Hulu, a premium to be able to access their content whenever I want, in whatever quantity I want, and if Comcast is going to restrict that access I am going to be very upset.

I don't know if I will even approach the cap size limitation, as Comcast no longer has a way to track the data usage on my connection (at least one I that I can find). How will I be able to verify that I am actually using the bandwidth they say that I am? If I go over, Comcast will charge me fees for overages?

Monopolistic business practices of the highest order!



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**Ticket: # 1241990 - Comcast Internet Data Caps are Unacceptable**

**Date:** 10/7/2016 1:00:07 PM

**City/State/Zip:** Olympia, Washington 98502

**Company Complaining About:** Comcast

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## **Description**

I am writing to complain about a recent development that Comcast is planning to implement Data Caps on it's customers. As a Comcast internet customer I believe that Data Caps are totally unacceptable, especially considering their basic monopoly on high speed internet in many parts of the USA including where I am from. Data Caps are being implemented for no reason other than to increase profits in a monopolized market and should be viewed as a form of price gouging. Please do not allow this to happen as it will set a precedent on the practice of data caps in high speed cable internet.

Thank you.

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**Ticket: # 1242005 - Comcast Data Plans****Date:** 10/7/2016 1:01:41 PM**City/State/Zip:** Davis, California 95616**Company Complaining About:** Comcast

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**Description**

I've been a comcast customer since moving to Davis, CA in 2011. I've just received notice from Comcast that our internet will now be metered by their arbitrary 1Tb data plan. Now I have to worry everytime my xbox needs an update or I watch 4K netflix. We primarily use our internet for streaming, gaming, and backing up our local computers to the cloud. I must now trust that Comcast is accurately monitoring my internet usage despite numerous reports that their measurement system is inaccurate. I am outraged and believe this is strictly to get me to upgrade to unlimited for an additional \$50. I already have to pay \$80 for internet that doesn't meet the advertised 200mb speeds. I do not like having to call them and threaten to leave them in order to get reasonable service for reasonable pricing. Unfortunately in our area our only choices are ATT or Comcast and now both have data caps before imposing significant financial pain.

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**Ticket: # 1242009 - Houston Comcast Data Caps**

**Date:** 10/7/2016 1:02:02 PM

**City/State/Zip:** Houston, Texas 77048

**Company Complaining About:** Comcast

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## **Description**

In July I switched to Comcast for my internet service provider exclusively because they had no data caps and faster speeds. This was so I could switch my household off of Cable and onto Internet TV via PlayStation Vue. At the three months mark I get an email that data caps are being enforced and that our average household usage is 1.1 TB. I say this data cap is directly to fight against our ability to get our television programming through ways of our choice. I also don't appreciate the terms of our contract being changed a fourth of the way into its duration.

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[Ticket: # 1242000 - Comcast Xfinity Data](#)

**Date:** 10/7/2016 1:00:58 PM

**City/State/Zip:** Palmer Lake, Colorado 80133

**Company Complaining About:** Comcast

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## **Description**

Comcast is rolling out a data cap to Colorado starting in November. This is a move designed to maximize profits and deter cord cutters. I am encouraging everyone to file a complaint with the FCC asking them to stop Comcast's violation of the Open Internet and Net Neutrality. With online streaming via 3rd parties, 4k video data usage, online gaming, mobile devices, Amazon Echo, Nest, etc, data usage will continue to increase. 1TB may seem reasonable now, but soon it will not be enough and they Comcast Xfinity will benefit significant from this violation and restriction of use.

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**Ticket: # 1242004 - Comcast Internet Data Cap**

**Date:** 10/7/2016 1:01:38 PM

**City/State/Zip:** Roseville, California 95661

**Company Complaining About:** Comcast

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### **Description**

I signed a 12 month contract with Comcast for internet services at 200mb/s with no data cap. Comcast just instituted data caps in my state. I am one of the "1%" they claim that uses over 1 TeraByte. Now they want me to pay \$50 for unlimited or pay for overages or pay an early termination fee to cancel service.

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[Ticket: # 1242012 - Comcast Bandwidth Data Caps](#)

**Date:** 10/7/2016 1:02:17 PM

**City/State/Zip:** Dexter, Michigan 48130

**Company Complaining About:** Comcast

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### **Description**

I do not support Comcast Data caps of 1TB being enforced on me. This is nothing more than a money grabbing scheme and consumer abuse. I am a network engineer, I understand how the internet works very well. Please prevent this sort of action from being enforced onto consumers.

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**Ticket: # 1242018 - Data Caps**

**Date:** 10/7/2016 1:03:14 PM

**City/State/Zip:** Moscow, Idaho 83843

**Company Complaining About:** Comcast

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### **Description**

Comcast is going to implement data Caps on home internet and this is absolutely ridiculous and should not be allowed in any way shape or form.

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[Ticket: # 1242621 - Data Cap](#)

**Date:** 10/7/2016 2:07:06 PM

**City/State/Zip:** Alameda, California 94501

**Company Complaining About:** Comcast

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## **Description**

Comcast sent me an email saying there will be a data cap of 1 TB a month starting November.



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[Ticket: # 1242027 - Comcast data caps](#)

**Date:** 10/7/2016 1:03:49 PM

**City/State/Zip:** Rancho Cordova, California 95670

**Company Complaining About:** Comcast

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## **Description**

Data caps for terrestrial Internet are unreasonable. Internet is not tangible, and carrier upgrades cost pennies on the dollar for what they charge everyone.

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**Ticket: # 1242028 - Comcast Data Cap**

**Date:** 10/7/2016 1:03:56 PM

**City/State/Zip:** Plymouth, Minnesota 55446

**Company Complaining About:** Comcast

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**Description**

Dear Sir or Madam,

I have internet only service from Comcast in the Minneapolis area. Comcast has instituted a 1Tb per month data cap where each additional 50GB is charged at a rate of \$10. It is my understanding that cable TV customers do not have video programming traveling over the same wires counted against their data cap, my viewing of any audio or video programming is logged against my data cap. This seems to privilege the video programming sold by Comcast over competing video services.

Why can a cable TV customer watch 24 hour HD programming Without this usage counting against their data cap, while my viewing of HBO Now, Hulu, or Netflix accrues against the 1Tb limit?

With 4k and HD programming streaming, Crashplan, or data backups, combined daily use of a family of 4 will be impacted by Comcast's data cap. We have four members in our household and do not feel it's proper to manage and limit data and video feeds manage our internet usage on non-Comcast content.

I view the limit restricting and not posing a neutral stance on data coming into and out of my home. The implementation of only metering signals not originating from Comcast as a preferred programming provider as opposed to the fair playing field intended by the FCC.

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**Ticket: # 1242033 - Comcast**

**Date:** 10/7/2016 1:04:28 PM

**City/State/Zip:** Eugene, Oregon 97403

**Company Complaining About:** Comcast

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## **Description**

Why do you think it's okay to allow these companies to enact data caps on wired connections, which do not require the same level of maintenance as cellular data? Just because the FCC is beholden to Comcast, doesn't mean that this is okay. This is complete nonsense, and punishes users for literally no good reason. There is NO NEED for data caps in the U.S. If there is... MAYBE YOU SHOULD FORCE COMCAST TO INVEST IN THEIR INFRASTRUCTURE??? This is a multi-billion dollar multinational who has to put data caps on internet services that haven't had any problems distributing data for 10+ years?

Nonsense. Break up Comcast, or support smaller IP providers the ability to compete against this dogshit company.

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**Ticket: # 1242049 - Data Caps**

**Date:** 10/7/2016 1:06:20 PM

**City/State/Zip:** Clarks Summit, Pennsylvania 18411

**Company Complaining About:** Comcast

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## **Description**

Comcast rolling out 1tb data caps on their customers is unreasonable. These data caps prevent normal users of the internet as a utility by pop lacing caps on usage. Since I play videogames this hits our house twofold, once when we actually "buy" the game and need to download it along with actually playing the game "online".

Thank you.

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[Ticket: # 1242056 - Data Caps are Evil.](#)

**Date:** 10/7/2016 1:07:08 PM

**City/State/Zip:** Kentwood, Michigan 49512

**Company Complaining About:** Comcast

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## **Description**

Data Caps are anti-consumer. They will punish people moving forward. It's puts content creators that aren't Comcast at a disadvantage because Comcast doesn't limit data they create. It's unacceptable that in 2016 this is an issue. It's clearly a money grab by Comcast as they can't compete in a world that moves on from them without limiting their users in this way.

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[Ticket: # 1242248 - Comcast data caps/Violation of net neutrality](#)

**Date:** 10/7/2016 1:25:34 PM

**City/State/Zip:** West Bloomfield, Michigan 48323

**Company Complaining About:** Comcast

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## **Description**

Data caps are anticompetitive to online streaming video services.

I'm afraid that Comcast will begin allowing data-free streaming from some services and not others (similar to how T-Mobile treats Spotify/YouTube/et al) which I believe violates the principles of net neutrality.

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[Ticket: # 1242062 - Comcast data caps](#)

**Date:** 10/7/2016 1:08:32 PM

**City/State/Zip:** Portland, Oregon 97229

**Company Complaining About:** Comcast

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## **Description**

The comcast data caps will be harmful to any household that does not also buy their tv service because streaming video will quickly eat up data caps, doubly so when 4k resolution video is available to stream on Netflix.

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**Ticket: # 1242075 - Comcast Implementing 1TB Data Cap**

**Date:** 10/7/2016 1:09:49 PM

**City/State/Zip:** Hastings, Minnesota 55033

**Company Complaining About:** Comcast

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**Description**

Beginning in November Comcast will be implementing a 1TB data cap in the state of Minnesota as well as other states. Many states already have this cap and it's troubling that no one has noticed this. With society becoming ever more dependent on the internet (streaming of games, TV, movies, etc) adding a data cap is just another way for Comcast to garner more money. They get enough of our money with the system they have now and adding a cap will just make using anything with the internet more difficult. We should be able to use the internet openly without fear of getting capped and overcharged.



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**Ticket: # 1242076 - Data Caps from Comcast**

**Date:** 10/7/2016 1:09:53 PM

**City/State/Zip:** Crystal, Minnesota 55427

**Company Complaining About:** Comcast

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## **Description**

I just received an email from Comcast notifying me that our area will be subject to data caps soon for our internet usage which we already have limited to a certain download/upload speed. This is clearly a move that could only be implemented by monopolistic powers which is very clearly anti-consumer and would not work if there was true competition in the market. With more and more of our world becoming connected to the internet every day this move is clearly a money grab by a huge company designed to inflict financial pain on the consumer with no other choices. Please step in and and stop these blatantly wrong practices. We already pay over \$250 per month to Comcast for our TV/Internet/Phone package, apparently that's not enough.

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[Ticket: # 1242084 - Comcast Data Caps](#)

**Date:** 10/7/2016 1:10:21 PM

**City/State/Zip:** Portland, Oregon 97206

**Company Complaining About:** Comcast

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## **Description**

Comcasts new 1 terabyte data caps are a disgusting grab at money at an unregulated utility. I have several other people using the internet(4K streaming, Downloading games, ect.) and would be over the 1TB cap after a week. This is not what Americans deserve, being nickled and dimed around every corner. Please do something about this.

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[Ticket: # 1242086 - Comcast Data Cap](#)

**Date:** 10/7/2016 1:10:33 PM

**City/State/Zip:** San Francisco, California 94121

**Company Complaining About:** Comcast

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## **Description**

I wish to submit a formal complaint against Comcast (XFINITY). A planned data cap of 1 TB is being planned for the entire country in November 2016. These caps are being created only to pad Comcast's bottom line and are not reflective of Comcast's costs to provide service (historically, service costs have drastically decrease every year).

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[Ticket: # 1242092 - Comcast Data Caps](#)

**Date:** 10/7/2016 1:11:06 PM

**City/State/Zip:** Boston, Massachusetts 02127

**Company Complaining About:** Comcast

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## **Description**

Comcast's rolling out of data caps across the country is anti-consumer, anti-progress, and anti-competitive. The Internet must be kept open, neutral, and unlimited in order to promote growth and development within the US.

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[Ticket: # 1242104 - Comcast data cap](#)

**Date:** 10/7/2016 1:12:16 PM

**City/State/Zip:** Santa Clara, California 95051

**Company Complaining About:** Comcast

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## **Description**

Comcast's continued efforts to control internet data flow is completely unreasonable especially considering their relative monopoly on internet services. Data caps on hard line internet should be considered unfair business practice. Please intercede on our (the customer's) behalf.

Regards

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[Ticket: # 1242106 - Comcast Data Caps](#)

**Date:** 10/7/2016 1:12:35 PM

**City/State/Zip:** Shelbyville, Indiana 46176

**Company Complaining About:** Comcast

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## **Description**

This is a monopoly taking advantage of NO competition in my area. There is not a single reason for network Data Caps other than pure profit-seeking. I pay almost \$1,000 a year for internet access, Comcast has no right to dictate how often I use that access.

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[Ticket: # 1242109 - Comcast data caps](#)

**Date:** 10/7/2016 1:12:41 PM

**City/State/Zip:** Los Gatos, California 95032

**Company Complaining About:** Comcast

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## **Description**

Just today I received an email from Comcast that they are implementing a 1TB data cap on their internet connections. Earlier in the year I "cut the cord" and eliminated cable TV completely from my household, relying on streaming sources like Hulu, HBO Now and Netflix for entertainment purposes. This new totally unreasonable data cap is simply forcing people who want entertainment to go back to the outdated cable service Comcast provides, paying higher costs for things they do not want or need, and goes against an open internet.

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[Ticket: # 1242158 - Xfinity/Comcast Data Caps](#)

**Date:** 10/7/2016 1:17:26 PM

**City/State/Zip:** Houston, Texas 77070

**Company Complaining About:** Comcast

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## **Description**

This is how Xfinity tries to compete with the digital market. It's nonsense. Data caps do nothing but hold the digital age back. Especially with 4K streaming becoming more common and eventually the standard. Absolute nonsense. I am 1 person who does not yet stream 4k content and almost use the entire 1TB of data that will be 'allowed'.



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[Ticket: # 1242164 - Comcast Data Caps](#)

**Date:** 10/7/2016 1:18:37 PM

**City/State/Zip:** Grand Rapids, Michigan 49503

**Company Complaining About:** Comcast

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## **Description**

Comcast imposing data caps halts technological progress. 4k video streaming can eat through data, and as vr becomes more of the norm, constant connections can also eat through data. The profit margins on internet service shows this is a money grab, one that not everyone can afford to pay. It is anticompetitive to cable cutters, and overall just seems like Comcast abusing its monopolistic powers in the area.

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**Ticket: # 1242141 - Data Caps on Broadband**

**Date:** 10/7/2016 1:16:05 PM

**City/State/Zip:** Mountain View, California 94040

**Company Complaining About:** Comcast

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**Description**

Comcast/XFINITY is implementing data caps in my area. As an advocate for open internet I strongly believe that Comcast is exercising it's NATURAL MONOLOGY in my area to the distress of many users. Data usage plans are the first step in restricting internet usage and killing its potential as a replacement for traditional television broadcasting and unfiltered/uncensored networking and communication.

A 1TB cap and a following \$50 charge per month to ignore the cap is absolutely unfair and an almost surreal example of gouging customers. 1TB of data is pocket change to those of us that work from home or share binary content legally.

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**Ticket: # 1242150 - Comcast Data Cap**

**Date:** 10/7/2016 1:16:43 PM

**City/State/Zip:** Denver, Colorado 80211

**Company Complaining About:** Comcast

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### **Description**

Can you guys please help us out and do something about Comcast? They're literally out of control with their money grabbing schemes. Next on the list is data caps - I'm going to be charged extra if I go over their "data cap". Complaining to them doesn't do any good, because all I am is money to them - and I realize that this message to the FCC might not do any good, but something has to change.

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[Ticket: # 1242167 - Comcast/Xfinity and data caps](#)

**Date:** 10/7/2016 1:19:00 PM

**City/State/Zip:** Oakland, California 94608

**Company Complaining About:** Comcast

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### **Description**

I've heard that Xfinity/Comcast is rolling out data caps. I don't think it is right to charge what they charge for usage and cap it. The internet has become an essential utility.

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**Ticket: # 1242172 - Comcast data cap 1TB**

**Date:** 10/7/2016 1:19:38 PM

**City/State/Zip:** Monument, Colorado 80132

**Company Complaining About:** Comcast

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## **Description**

Hello,

To allow Comcast to enact a data cap as they are must be a violation of an open internet, is it not? Japan, Norway, and The Netherlands all say it does. With 4k streaming existing and technology continuing to increase our innovation, it's only a matter of time until these data caps prove to be overbearing.

To allow them to set these caps sets a horrible precedent for the future of our Open Internet.

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**Ticket: # 1242257 - Comcast Data Cap**

**Date:** 10/7/2016 1:26:30 PM

**City/State/Zip:** Chico, California 95928

**Company Complaining About:** Comcast

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### **Description**

Comcast is starting enforce data caps in my area and it is a huge issue, with streaming services such as netflix offering 4k streaming their data cap is really unfair to consumers, they are monopolizing cable internet and it is unfair for them to do this.

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**Ticket: # 1242201 - Comcast Data Caps**

**Date:** 10/7/2016 1:21:09 PM

**City/State/Zip:** Plymouth, Minnesota 55446

**Company Complaining About:** Comcast

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### **Description**

Comcast is implementing data caps on their home internet services for no reason other than to fleece their existing customers who already pay a lot for internet access. The high speed internet choices in my area are very limited, and to switch companies would mean a huge step down in internet speeds.

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**Ticket: # 1242195 - Comcast 1 TB Data Cap**

**Date:** 10/7/2016 1:20:53 PM

**City/State/Zip:** Pittsburgh, Pennsylvania 15203

**Company Complaining About:** Comcast

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**Description**

Hello whomever is concerned,

In this day and age, placing a restriction on the amount of data you're allowed access to should be a crime. To me, and I'm sure millions of others, it is akin to the water company trying to limit how much water could be consumed in a given time frame.

While a 1 TB limit is rather large, it is not unthinkable for a family to hit this limit within a months span of streaming movies and television, digital download services, video chatting, etc.

You also must think ahead to the future. A large game download on a standard video game console could come in at 10% of that cap now, and in a few short years I can see a time where a single game might eat up 25% of that cap. This data cap is unjust in our data driven society.



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**Ticket: # 1259535 - Capped data policy for broadband internet**

**Date:** 10/12/2016 4:50:43 PM

**City/State/Zip:** Maplewood, Minnesota 55117

**Company Complaining About:** Comcast

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## **Description**

Comcast will be implementing 1TB data caps in MN on Nov 1st.

First are foremost, this action should not be allowed by Comcast, or any internet provider.

Capping internet access has no grounds in reality, it does not cost the company any more if I use 1mb or 10GB, that's simply not how wired internet works. This action to "cap" access is nothing but a money grab in a monopolized market, used to punish cord cutters and stifle innovation and growth. Comcast has an extensive history of inaccurately measuring data usage, as seen in its test markets. There is no expectation of accuracy or transparency for tracking data usage, not should it have any oversight to that information in the first place. The idea that they will push a pop up to tell you are at your limit may not align with actual usage, and such data packet manipulation used to push a message like that should not be allowed in the first place.

Comcast and other internet providers have created a monopoly in almost all markets, making underhanded agreements with the local authorities to give them sole access to the PUBLICLY funded infrastructure. This monopoly should never have been allowed, as it fosters unchecked actions by these companies at the detriment of the customer and innovation. Because I have no choice about my internet provider, I am forced to accept high prices, slow speeds, poor customer services, and in some cases, fraudulent charges that are impossible to resolve.

Internet is a core component to modern life, and to treat it as anything other than a utility is erroneous and criminal. Just as we cannot put a cap on how long you can talk on your land-line utility phone, you should not put a cap on how much data I use on my land-line broadband internet.

The modern age is here; full of Netflix, e-books, online classes, online job hunts, video conferencing etc. Almost everything we touch in our modern lives uses the internet in some way. What will happen if we limit that access? How many students won't be able to do their homework? How many scientists won't be able to check on their experiments? How many breakout software developers won't be able to test their work? How many families will have to wait to watch the new Disney movie with their children? How many people won't be able to check on their medical results? How many people won't be able to access their news, weather, or traffic? All because they have hit some fictitious "Cap" that says they cannot access without paying up more.

To say that a 1TB cap is generous is a bald faced lie. No cap is generous. As our internet driven lives continue to grow and become more and more innovative, our data usage will only increase. This will impact us as each year goes by, stifling us and bleeding us dry in an already over-strained market.

Please, I implore you, for the sake of all of our futures and our access to the information of the boundless internet, stop Comcast for implementing data caps. Stop all of them. Internet is a utility, and the luxury of having unlimited access in our own homes is a basic right (Obama stated that internet access is a basic human right).

This must be fixed now, it cannot wait any longer. Waiting has only allowed these companies to continue to push their agenda that is anti-net neutrality and anti-open internet for all. This must be stopped.

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**Ticket: # 1242217 - Against ISP Data Caps**

**Date:** 10/7/2016 1:22:16 PM

**City/State/Zip:** Mount Laurel, New Jersey 08054

**Company Complaining About:** Comcast

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## **Description**

I'm writing to express my disdain for Internet data caps, particularly the 1TB data cap Comcast plans to implement.

More people use the Internet for every facet of their everyday lives, from shopping to streaming movies and television. The 1 TB data cap that Comcast will enact will increased costs to consumers, the majority of which do not have the ability to change ISPs due to local monopolies.

I hope the FCC will work to eliminate these data caps and protect the American consumer.

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[Ticket: # 1242220 - Comcast data usage meter is inaccurate](#)

**Date:** 10/7/2016 1:22:26 PM

**City/State/Zip:** Indianapolis, Indiana 46228

**Company Complaining About:** Comcast

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## **Description**

Comcast data usage meter is incorrect. The email that notifying in regards to the data cap of November 1st, stated that my average usage was 950 GB in the last 3 months. However, under my Comcast account I averaged out the 3 months and came out with 1.17 TB. Is the FCC going to allow them to charge overages on a fault meter? This is absurd.

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[Ticket: # 1242228 - Data caps](#)

**Date:** 10/7/2016 1:23:13 PM

**City/State/Zip:** Fort Collins, Colorado 80521

**Company Complaining About:** Comcast

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## **Description**

I've had internet since the beginning of time now, and just yesterday Comcast decided to change everything about their service by applying data caps, caps that their own services won't effect, but if I use Netflix or Hulu, or just about anything else in the world, they will effect my data caps. They are only doing this because they have 0 competition here.

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**Ticket: # 1242230 - Comcast Data Caps.**

**Date:** 10/7/2016 1:23:40 PM

**City/State/Zip:** Oregon City, Oregon 97045

**Company Complaining About:** Comcast

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## **Description**

I am paying for a service. An overpriced service that I use every month for the sake of having internet. Having access to the internet is something I indefinitely need as both a student, a gamer, a lover of all things high quality i.e: streaming movies and streaming games. A company that already has one of the worst reputations with their consumers with random fees they don't tell you about in your contract, as well as shoddy performance on occasion, and even the occasional throttling your download speed. Now they want to introduce a 1TB data cap? It's unacceptable. Except here's the issue. I can't just up and change internet providers. I don't have any other internet providers in my location. My only choice is comcast. This goes for a lot of people. So we're limited to Comcast, and now they want to limit how much we use the internet. It's absolutely unacceptable.

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[Ticket: # 1242259 - Comcast Data Caps](#)

**Date:** 10/7/2016 1:26:51 PM

**City/State/Zip:** Marina, California 93933

**Company Complaining About:** Comcast

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## **Description**

Data caps from Comcast are a direct attack on consumers and a completely unfair business tactic. Comcast is a monopoly in many locations, being the sole provider of internet for my home. Caps are not based in fact, and represent a corporate greed which, if left unchecked, will lead to the demise of a free and open internet. PLEASE help.

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[Ticket: # 1242285 - Data Caps](#)

**Date:** 10/7/2016 1:29:31 PM

**City/State/Zip:** Santa Maria, California 93454

**Company Complaining About:** Comcast

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### **Description**

Comcast setting up a data cap. I was not told there would be a cap when I upgraded my service last week.

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[Ticket: # 1242321 - Data Caps](#)

**Date:** 10/7/2016 1:32:27 PM

**City/State/Zip:** Salem, Oregon 97305

**Company Complaining About:** Comcast

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## **Description**

Comcast's data cap that will roll out in November is unacceptable. Data Caps are unacceptable in out modern society. It should be unlimited Internet as it always has been.



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**Ticket: # 1242354 - Comcast Bay Area Data Usage Caps**

**Date:** 10/7/2016 1:36:53 PM

**City/State/Zip:** Richmond, California 94803

**Company Complaining About:** Comcast

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## **Description**

I received an e-mail from Comcast this morning informing me that they are instituting data usage caps in the San Francisco Bay Area starting next month. The limit is 1TB. Data caps are a violation of the spirit of -- if not also the letter of -- FCC's Open Internet rules.

The data cap is not a mere network management tool - Comcast is more than willing to let you go over 1TB and charge you the insane rate of \$10/50GB up to \$200 (or \$50/mo for "unlimited"). If the data cap were a network management tool, they would cut you off after 1TB, check with you personally to make sure that the traffic is legitimate (because you could be infected with malware), and then turn the connection back on after confirming that the traffic was legitimate.

Even though this is a relatively high data cap compared to other deployments of data caps across cities with Comcast, it is still the case that the cap hurts competition with Comcast-provided services. Online TV based services like Sling TV or on-demand streaming services like Netflix consume a lot of bandwidth. Consumers like myself may be turned off by the prospect that we might go over our data cap if we were to subscribe to these services. We might instead subscribe to Comcast's TV and on demand services, which are conveniently priced less than either the data overage or the unlimited data cap fees. This is unfair to competitors and consumers.

Comcast claims that we can stream between 600 and 700 hours of HD video with 1TB, which seems a bit disingenuous as there are only 730 hours in a month. If you actually do the math with my connection that delivers around 20 megabytes per second of bandwidth, you find that if I were to use my connection to its capacity, I would exceed 1TB in only 14 hours ( $20\text{MB} * 60\text{ seconds} = 1.2\text{GB/minute}$ ;  $1.2\text{GB} * 60\text{ minutes} = 72\text{ GB/hr}$ ;  $72\text{GB} * 14\text{ hours} = 1\text{TB}$ ). I don't even have the highest end connection available, so this just gets worse for anyone on a higher tier.

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**Ticket: # 1242278 - Comcast Data Caps**

**Date:** 10/7/2016 1:28:26 PM

**City/State/Zip:** West Hartford, Connecticut 06107

**Company Complaining About:** Comcast

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**Description**

Comcast announced yesterday that they are expanding their 1TB broadband data cap to more states. Luckily my state has not been included yet but I fear they are attempting to set an abusive precedent. I use about 1.5TB of data a month currently. I stream videos (a lot in 4K, which uses considerable bandwidth) and download at least a couple new games every month. I do not subscribe to Cable TV.

There is no "finite" amount of data in the world. To me, caps like this are a way to regain lost revenue from people transitioning to using the internet as a primary means of content consumption. This is abusive in its very nature, as there is not just cause for having data caps other than "we want more money."

I fear that the introduction of this data cap at 1TB, just as 4K streaming is picking up steam, is a means to warm people up to the idea of data caps. The average consumer does not know any better. Comcast and other internet providers are taking advantage of this. They think that because phone providers can legitimately provide data caps, that they (ISPs) can convince consumers that data caps on home broadband is also justified.

Please do something about this before this abusive precedent is accepted by the uninformed masses. This is nothing more than yet another attempt by cable companies to squeeze money from consumers. Home broadband data caps are not needed and are nothing more than a cash grab.

Thank you.

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**Ticket: # 1242305 - Data Caps**

**Date:** 10/7/2016 1:30:55 PM

**City/State/Zip:** San Ramon, California 94582

**Company Complaining About:** Comcast

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## **Description**

Comcast will start to charge for data going over 1tb. My household does has high usage. From Netflix, YouTube, games (PC, Wii U, Xbox), and many other streaming services. I will now be paying more just because of my family usage. I am already paying \$120+ for internet and TV. There is not a lot of choice for internet in my area. This is unfair. Data caps need to be removed. This is a step backwards in progress.

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**Ticket: # 1242307 - Comcast Data Cap**

**Date:** 10/7/2016 1:30:58 PM

**City/State/Zip:** Pueblo, Colorado 81004

**Company Complaining About:** Comcast

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## **Description**

Comcasts new 1TB data cap is completely unreasonable and seems incredibly anti-net neutrality. This is clearly nothing more than an attempt to extort another \$50/mo out of customers to get them to upgrade to unlimited service. It is also tremendously anti-competitive because it makes it more expensive to use the products of competitors (Netflix, Hulu, Amazon Prime, ect).

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**Ticket: # 1242309 - Comcast 1TB data cap**

**Date:** 10/7/2016 1:31:06 PM

**City/State/Zip:** San Jose, California 95125

**Company Complaining About:** Comcast

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## **Description**

To whom it concerns,

I recently, three months ago, moved to CA from AZ and signed up for Comcast exfinity internet service. I signed up to this option due to it having no data cap. Data caps make no logical sense other than to promote corporate greed. Today I recieved an email from Comcast informing me that they are imposing a 1TB data cap on Xfinity users and additional fees for overages. How can my contact for unlimited internet be changed after I and many other people have signed our contacts?

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## Ticket: # 1242310 - Comcast data caps are anti-consumer and an abuse of regional monopolies

**Date:** 10/7/2016 1:31:07 PM

**City/State/Zip:** Portland, Oregon 97239

**Company Complaining About:** Comcast

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### Description

Comcast is set to roll out caps on their broadband service nation-wide over the next several weeks. This will affect my family's internet usage:

- \* I am a software developer that works from home. In the course of my work, I am often called to download and work with large amounts of data, along with the frequent need to keep my development tools and systems up to date.
- \* Our family relies on streaming media for practically all of our entertainment.
- \* Likewise, our family are avid gamers, and frequently keep several large, modern games (50+ GB) installed and up-to-date at a time.
- \* We use multiple devices throughout the house over wi-fi.

We already pay a premium for higher-tier speeds from Comcast, and additionally pay for cable TV service from them as a bundled deal because they assured us it was cheaper to get the TV bundled with internet rather than just pay for the internet service alone. We do not want to watch TV, and would happily remove it from our service if it would save us money. Comcast's bill is already expensive enough.

Once data caps kick in, we'll need to begin monitoring our data usage whenever performing any of the above described activities. During my work day, any time we wish to watch a movie, or play a game together, we'll first need to check our internet usage. If doing the activity would put us over the cap, we then must choose whether to forego the activity for potentially days or weeks, or else pay Comcast's exorbitant fees for going over the cap.

Comcast has said they will add a \$10 fee to your monthly bill for every 500GB you go over your cap per month, unless you pay an additional \$50 per month to get unlimited service. Given that the current service is already unlimited, this amounts to a \$50/month price hike on exactly the same service we're already contracted for. If we won't pay that price, we must accept a new service structure where we now have to keep tabs on every device in our home and how it uses the internet. Almost every major desktop operating system, mobile device, and gaming console is configured to automatically download updates and security fixes.

I remember the bad old days where all updates had to be monitored and installed manually, and I'm very thankful that manufacturers now support a more robust policy of automatic updates to keep our critical devices running. I do not want to have to pay a \$50 premium in order to continue living in 2016, but if Comcast is allowed to institute these data caps I don't see how I can have a capped connection and continue to let all of my devices download arbitrarily large and/or frequent updates while I'm asleep or out of the house.

Considering our options for high-speed internet are few (if any), and considering the timing of these data cap announcements coincide with Google's plans to cease roll-outs of their competing service, it's hard not to believe that Comcast is simply taking advantage of their de facto monopoly position in the most exploitative way possible.

Please fulfill your charter as our nation's communications regulatory body, and stop Comcast from implementing these caps. Data caps are regressive in 2016, and would create a chilling effect on internet usage just as global competition and innovation is driving a need for more unrestrained access to the internet. Our country deserves access to a world-class level of service provision, and Comcast's anti-consumer data caps unnecessarily hamper our use of and access to a global and vital resource. Given your agency's listed strategic goals, it would see that Comcast's intentions are in direct opposition and should be regulated as such.

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**Ticket: # 1242313 - Data caps**

**Date:** 10/7/2016 1:31:19 PM

**City/State/Zip:** Salt Lake City, Utah 84107

**Company Complaining About:** Comcast

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## **Description**

Yesterday, I received notification from Xfinity Comcast that beginning November 1st, 2016, we will have a 1TB data cap on our service.

If internet is supposed to be a utility, data caps are antithesis to that endeavor. With technology advancing every year and 4k video looming over the horizon, and digital video games becoming larger and larger every year, 1TB of data absolutely will not suffice. Even right now, 1TB of data simply will not suffice and we are going to have to pay an extra \$50 a month in order to not be impacted (fined \$200 dollars monthly).

They are milking us of money, plain and simple.

Unless this stops, I will actively be searching for a new ISP. This is complete nonsense.



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**Ticket: # 1242330 - Comcast monthly data cap**

**Date:** 10/7/2016 1:33:44 PM

**City/State/Zip:** Chico, California 95926

**Company Complaining About:** Comcast

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## **Description**

Comcast has initiated a monthly a data cap in Chico California. Of 1 terabyte. They say it is 600 hours of HD video. However this is a ployster 720p which is the lowest HD you can view is what they are referring to. 1080P which is averge would only be about 5 hours of usage per day for an entire month. In other words, if you and you wife watch a Netflix movie which naturally streams at 1080p, and one of your kids was on iPhone and another wanted to watch a kid friendly movie from Netflix on another TV. You would be at your cap for that day or exceed it.

Only the cheapest tvs are 720p, 1080p is 70% of all tvs. And 4k in the next 5 years will be a standard, which currently is about 25% of tvs sold.

4k streaming which Netflix and Hulu provide, would easily surpass the 1 terabyte cap. One movie a night would put you over the threshold. In most longer 2 hour+ movies in 4k, you couldn't even watch them once per day for a month without most likely exceeding your monthly cap.

I play video games, the averge new video game is 60-70 gbs, there is 1000 gbs in 1 terabyte. Which is my new monthly cap.

If me and 3 people in my house by a game that is 200 gbs out of my cap of 1000 gbs. This is truly absurd.

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**Ticket: # 1242331 - Comcast Implementation of 1TB Data Caps****Date:** 10/7/2016 1:34:03 PM**City/State/Zip:** Chicago, Illinois 60626**Company Complaining About:** Comcast

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**Description**

Comcast has begun implementing 1 terabyte monthly data caps nationwide, charging an additional \$50 for unlimited data usage whereas before it was free. They often provide high speed Internet packages that in reality are inherently limited, or serve only to help data usage be pushed over the 1TB limit in order to incur a series of fees. If Comcast is not giving refunds for not hitting the cap, they should not be allowed to charge additional when reaching the cap.

This company monopolizes areas and then forces customers into expensive fees limited services. Internet is a necessity in our daily life. It is the eminent communications utility, and it should be regulated as such. As 4k streaming enters the market, which uses a great deal more data, Comcast is positioning itself to have a chokehold over its individual customers in the same way it already does over many American markets. The longer companies like this are allowed to implement draconian policies that only hurt Americans' access to and usage of the internet, the more widespread, entrenched, and regressive they will become.

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**Ticket: # 1242334 - Comcast's 1TB Data Limit**

**Date:** 10/7/2016 1:34:31 PM

**City/State/Zip:** Portland, Oregon 97230

**Company Complaining About:** Comcast

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**Description**

Comcast is implementing a nationwide 1TB monthly data limit on internet customers. And yet they offer speeds that would easily hit that? My job involves uploading and downloading footage that averages 10GB per transfer. If I hit a data cap, my livelihood is threatened.

The only other internet available at my home is CenturyLink and they're just straight-up awful (constant disconnects and shady data throttling).

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**Ticket: # 1242347 - Comcast Monopolization and Shady/Dishonest Business Practice**

**Date:** 10/7/2016 1:35:42 PM

**City/State/Zip:** Fresno, California 93720

**Company Complaining About:** Comcast

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## **Description**

Comcast has enjoyed a nationwide monopoly/oligopoly for many years, both in the areas of cable television and cable internet. Now, with customers leaving their television service in droves they have decided to flex their monopolistic muscles and begin charging customers more for the same service.

Yesterday, I received a letter from Comcast informing me that they would begin enforcing arbitrary "data caps" - a concept which has no technological justification other than a vague, hand-wavey dismissal of 'fairness' - on my account.

In short, if I want to receive the exact same service I have received for years, as a loyal customer, I must begin paying an EXTRA \$50 per month to continue enjoying unlimited data. They claim that they are "increasing" their previous limits, as a courtesy to the customer - limits that were never enforced and never advertised, and therefore never actually existed. They've taken my virtually unlimited access to information, crippled it, and put an additional price tag on it.

This is a clear punishment towards the millions of customers who have opted not to purchase television service, and rely on heavy internet usage for streaming shows and entertainment. It is blatantly anti-competitive against Netflix, Hulu and Amazon, their largest competitors in the television market.

I beg the FCC to put a stop to this. There is no technical reason to enforce data caps, there is no additional cost to provide more bits & bytes to the customer. It is time to break up the Comcast monopoly; force them to rent out their service lines - divide the internet service provider from the cable lines they so greedily exploit.

America is already struggling, with other countries far surpassing us in quality and cost of internet access. We need to take action, to remain competitive in the global marketplace and ensure internet service is as cheap and available as any other utility, such as phone lines or water.

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**Ticket: # 1242355 - Comcast making cable tv only option via data transfer cap**

**Date:** 10/7/2016 1:36:56 PM

**City/State/Zip:** Sunnyvale, California 94089

**Company Complaining About:** Comcast

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## **Description**

Comcast is the only viable internet service provider in the area and they have implemented a data transfer cap as a way to eliminate the option of having internet only service and streaming video (youtube, netflix, comedycentral.com, etc).

Their own cable TV service is exempt from this data cap which goes against the spirit of net neutrality rules and is anti-competitive.

If this is allowed to continue we will have only 1 option which is Comcast TV as the only option for consuming video. The rates for the TV service have been aggressively increased with no end in sight - this change would only accelerate this trend and eliminate other options.

I am ignoring the fact that the price of the internet service has been increased since my last contract and that even though i am in a contract they can make changes such as this with as little as 30 days notice.

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**Ticket: # 1242366 - Comcast Implementing Data Caps in California**

**Date:** 10/7/2016 1:38:05 PM

**City/State/Zip:** Berkeley, California 94618

**Company Complaining About:** Comcast

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**Description**

Comcast is implementing data caps on its home internet service in California (specifically Berkeley, CA) effective November 1, 2016. Consumers were notified today, October 7, 2016, which is less than 1 month in advance of the caps being implemented. The caps apply to all existing customers, not just new customers, representing a material impairment of Comcast's existing service with no corresponding reduction in price for such service. There are numerous reports of Comcast's "data meter" being wildly inaccurate. See, for example:

<http://arstechnica.com/information-technology/2016/09/tales-from-comcasts-data-cap-nation-can-the-meter-be-trusted/>

I strongly support the FCC's regulation of the internet as a utility, and call on the FCC to investigate Comcast's data caps as a violation of the principals of net neutrality, as they allow Comcast to place its own services on a separate plane from those of its competitors: its own services do not count against the data caps and receive preferential service speeds.

I also ask the FCC to investigate whether Comcast provided adequate notice to existing customers.

Finally, I request that the FCC investigate whether Comcast can rightly apply its data cap policy to existing customers, rather than new customers, as the implementation of the data cap represents a material impairment of my service provided by Comcast with no corresponding decrease in the price of such service.

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**Ticket: # 1242371 - Comcast Bandwidth Caps****Date:** 10/7/2016 1:38:54 PM**City/State/Zip:** Seattle, Washington 98177**Company Complaining About:** Comcast

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**Description**

Starting November 1, 2016 Comcast will roll out its 1 Terabyte/month data cap to much of the US. This is a relatively low limit with modern broadband. At my 175Mb/s connection, I can reach my month's data limit in just over 12 hours. New technologies like 4K video will be all but useless from content providers such as Netflix and Amazon. A single 4K movie is estimated to be about 100GB. Streaming just ten 4K movies would reach or exceed the monthly limit. Intentional or not, Comcast is exploiting its role as an internet provider AND content delivery service (quite often a de facto monopoly for many of its customers who have no other broadband or cable option available). This is a strong-arm tactic from Comcast that will hurt the business of competing content providers and significantly reduce the choice of content for consumers.

Info from Comcast here: <https://customer.xfinity.com/help-and-support/internet/data-usage-find-area>

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[Ticket: # 1242429 - Comcast Data caps](#)

**Date:** 10/7/2016 1:46:53 PM

**City/State/Zip:** Eugene, Oregon 97404

**Company Complaining About:** Comcast

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## **Description**

Comcast claims to have an open "Unlimited data" They are now instituting a 1 TB Data cap. Not only is their "Unlimited" data now false advertising this isn't acceptable. As A house hold that does a lot of online gaming, and video streaming we'll use this up pretty quick. With the evolution in 4k TV streaming just around the corner, something you know they aren't blind to, this is unacceptable.



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**Ticket: # 1242377 - Data caps are unfair business**

**Date:** 10/7/2016 1:39:46 PM

**City/State/Zip:** Santa Fe, New Mexico 87501

**Company Complaining About:** Comcast

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## **Description**

Comcast has announced the rollout of data caps nationwide. As a former cable technician, I can say with authority that there is no operational reason that one would need data caps. It appears the only benefit to Comcast would be limiting streaming and download content.

As a person who makes many digital purchases of video content and video games, a 1TB cap would limit me severely and force me to pay premiums to access the content I've already spent money on. This is absolutely unacceptable. The FCC should lean on ISPs to play fair. This is not a fair practice by any stretch of the word.

Remember, I am a trained expert who has worked for Comcast. There is no functional basis for this cap. Data isn't a physical object and the cost difference of transporting 1 kilobyte and 1 terabyte is negligible.

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[Ticket: # 1242381 - Comcast Data Caps/Net Neutrality](#)

**Date:** 10/7/2016 1:40:50 PM

**City/State/Zip:** San Jose, California 95119

**Company Complaining About:** Comcast

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## **Description**

Comcast is rolling out data caps across the nation. Comcast has been part of a long list of telcos that have taken public money and been granted privileges by local/state/federal gov't to only screw the public over with things like data caps. This is a way to squeeze competition (Comcast's own streaming service do not count towards the data cap) and a way to circumvent net neutrality. Stop all data caps and let there be true competition for ISPs on public owned lines.

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**Ticket: # 1242386 - Comcast data caps**

**Date:** 10/7/2016 1:41:37 PM

**City/State/Zip:** Santa Cruz, California 95060

**Company Complaining About:** Comcast

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### **Description**

The Comcast data caps are unacceptable considering we already pay do so much money for such a bad service

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[Ticket: # 1242427 - Comcast data caps in Minnesota](#)

**Date:** 10/7/2016 1:46:39 PM

**City/State/Zip:** Minneapolis, Minnesota 55407

**Company Complaining About:** Comcast

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## **Description**

I read this morning that Comcast is planning on instituting a 1 terabyte monthly data cap throughout Minnesota. Due to my location I am unable to switch to US Internet, our one local ISP who can provide me with similar bandwidth to Comcast (much better actually).

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**Ticket: # 1245767 - Comcast data caps**

**Date:** 10/7/2016 8:50:43 PM

**City/State/Zip:** Berthoud, Colorado 80513

**Company Complaining About:** Comcast

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## **Description**

If I'm not a Comcast customer, but hate the precedent they are setting, how can I be helpful?

I'd like to know this as well. I'm on TimeWarner (or I suppose Spectrum now) currently with no caps but know it's only a matter of time, even with the merger stipulation.

EDIT: Filed. I'm not a writer or poet or whatever but this is what I said (I'm sure I did a shitty job):

Hello,

With the recent Comcast rollout of nationwide 1TB data caps I feel it is crucial that I submit my complaint. Data caps are a problem and without swift action will be a much larger issue in the near future limiting not only innovative uses of the Internet but the entire global flow of information.

Data caps are not only an inconvenience to those customers but are simply against net-neutrality at its core. This is nothing more than a money grab and attempt to get people to stick with the dying cable TV model. It even excludes Comcast related data from that cap!!

It unnecessarily impedes emerging video technologies such as 4k streaming while simultaneously punishing those that dare to download large games or files. It's not even rooted in network congestion: <https://www.techdirt.com/articles/20130118/17425221736/cable-industry-finally-admits-that-data-caps-have-nothing-to-do-with-congestion.shtml>

For example: streaming 4k content according to Netflix uses roughly 4.7GB per hour. Doing that math that's ~7 hours PER DAY before hitting said 1TB cap. Multiply that by 2 or 3 other members of a household and you can watch at most a few hours per day. This is assuming you do absolutely NOTHING else with that Internet connection.

The further encroachment of data caps sets a dangerous precedent that unchecked will stifle innovation and let ISPs control the flow of information into households. This is something that needs to be curbed quickly to prevent ISPs restricting the flow of information simply to benefit themselves.

I urge you to please consider restrictions or outright banning of data caps on hardline Internet connections such as cable and DSL. I further ask that you investigate data caps on cell data to determine if there is actually any legit reason they exist. T-Mobile is a great example. They allow very specific traffic to NOT count towards a data cap. This is also against net-neutrality.

So please consider a ban on data caps. This is nothing but the stifling of innovation, holding onto an archaic business model, and lining of pockets of ISP executives. What we ACTUALLY need is more innovation, more competition, and a stronger Internet presence as a country.

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**Ticket: # 1242416 - Comcast Data Caps (Minnesota)**

**Date:** 10/7/2016 1:44:43 PM

**City/State/Zip:** Saint Paul, Minnesota 55103

**Company Complaining About:** Comcast

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## **Description**

When I purchased Comcast, I was informed that there is no data cap (by Josh, a service rep). On Thursday, Comcast announced on their website and via email that they will be instituting a 1TB cap on all connections per month because "those who use more should pay more and those who use less should pay less." They call this a concept of fairness. Using their own logic, if I use less than 1TB then I should receive a discount scaling with how much less I used.

Data caps on home internet are highly controversial and questionable in the realm of net neutrality. By setting a data cap, providers are necessarily prioritizing certain web use over other forms of web use. Providers know that video streaming and downloading uses more data, so they set a data cap to discourage people from using these types of services.

I would rather have my speed throttled down past a certain point than be punished for using the data I need and purchased from Comcast. They directly informed that it would be unlimited data, but now want an additional \$50 per month for unlimited data - thereby changing the terms of the agreement and I should be allowed to walk away from the contract penalty free if they are going to change the contract.

Home internet should not have a data cap. Data caps entirely defeat the purpose of home internet. I pay \$50 per month through Comcast for what will now be reduced to 1TB of data per month. In comparison, I pay \$40 per month for my line on a family plan with T Mobile for truly unlimited data (even if I go over 1TB, T Mobile wouldn't fine me). T Mobile does reduce speeds slightly after you reach the top 1% of data usage on their network - I think this is way more fair than Comcast's technique of fining and punishing to discourage them from using certain data intensive web services.

With the advent of 4K video and true digital audio, data usage will only increase in the future and never decrease. Data caps are for companies living in denial of the modern age.

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**Ticket: # 1242399 - Xfinity data caps**

**Date:** 10/7/2016 1:43:22 PM

**City/State/Zip:** Santa Clara, California 95050

**Company Complaining About:** Comcast

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## **Description**

I recently received an email from Comcast about their new terabyte data cap in my area. While this is a very large cap at the current time, advances in technology such as 4K streaming will quickly make the cap seem small. In addition, I believe that any form of data cap is unnecessary from a business standpoint and are little more than a tax on cord cutters. The expensive part of ISP service is providing bandwidth, not total data, and there is little to no support for charging customers for using more data. The people that are going to get hit by this data cap first are cord cutters such as myself who have opted to forego traditional cable service in lieu of broadband streaming. Comcast provides both services, but does not have a data cap on its cable service, thus attempting to punish cord cutters for dropping their cable service or force them back onto traditional cable.

Comcast and other cable and internet providers already enjoy a monopoly status in most areas of the country that they operate in, and this data cap plan is just another attempt by them to take advantage of a system that grants them monopoly status with little to no restrictions. Their rates for their services have increased at over double the rate of inflation, with little to no improvement in what the service provides, and their profits have ballooned. A quick look at the numbers clearly shows that the company is not hurting for profits and data caps are completely unnecessary and simply an attempt at another money grab.

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[Ticket: # 1242412 - Data usage caps](#)

**Date:** 10/7/2016 1:44:23 PM

**City/State/Zip:** Fort Collins, Colorado 80524

**Company Complaining About:** Comcast

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## **Description**

Data usage caps instituted by Comcast are against net neutrality and should be considered unlawful. Comcast uses internet usage data caps to force its users to subscribe to their company provided streaming services and does not correctly apply usage to their services. ISPs should not be metering usage for certain services and not others as this is an anticompetitive business strategy.



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[Ticket: # 1242413 - Data Caps and no Competition](#)

**Date:** 10/7/2016 1:44:35 PM

**City/State/Zip:** Pacifica, California 94044

**Company Complaining About:** Comcast

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### **Description**

Comcast just informed me that I'm going to be subject to a data cap going forward in zip code 94044. This is a massively profitable business and there is no real competition: I can use Comcast for high speed cable internet, or use a much lower speed technology from another company. It is absurd that this monopolistic abuse is allowed.

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**Ticket: # 1242415 - Comcast Data Caps**

**Date:** 10/7/2016 1:44:39 PM

**City/State/Zip:** San Francisco, California 94110

**Company Complaining About:** Comcast

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## **Description**

Comcast is implementing a 1TB data cap, which is an egregious, anti-competitive, business-stifling, anti-consumer, money gouging maneuver.

This is clearly designed to extract as much money from customers as they possibly can, while simultaneously stopping companies from competing with Internet video, and stifling new companies like video game producers or data backup companies.

This is very clearly not a traffic-management maneuver. This new cap should be called the anti-netflix cap.

I shouldnt have to pay \$50 extra every month to use my 150 Mb/s connection for more than 14 hours.  
( 1TB/ 150Mb/s = 14 Hours 48 minutes)

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[Ticket: # 1242423 - Comcast data caps](#)

**Date:** 10/7/2016 1:45:43 PM

**City/State/Zip:** Live Oak, Florida 32064

**Company Complaining About:** Comcast

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## **Description**

Comcast's enforcement of data caps over land line internet feels like an anticompetitive move to keep users subscribed to TV service instead of using streaming services. Charging an additional fee for unlimited access that users had previously is nothing more than a "cable cutter fee".

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[Ticket: # 1242424 - Comcast data caps coming to my area](#)

**Date:** 10/7/2016 1:45:51 PM

**City/State/Zip:** Eugene, Oregon 97402

**Company Complaining About:** Comcast

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## **Description**

Comcast is bringing data caps to my area and are the sole provider of internet access in my area. As someone who frequently works from home and has moved away from cable television in favor of internet based streaming options their new data caps will result in drastically higher internet bills with no improvement to my service. This seems highly anti-competitive as they exclude their own services from the caps.

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[Ticket: # 1242426 - Comcast's nationwide data cap](#)

**Date:** 10/7/2016 1:46:33 PM

**City/State/Zip:** Sacramento, California 95824

**Company Complaining About:** Comcast

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## **Description**

Comcast will be implementing a nationwide 1TB data cap starting on November 1st.

To have access to the unlimited data I currently have, they're making me pay an extra \$50 on top of my current cable bill.

There are 6 people in my household, so trying not to exceed the 1TB cap will be difficult. We're already unsure which services we have to cancel in order to make sure we don't exceed the cap and get charged extra (up to \$200). We love all of the services we're subscribed to, so it seems unfair that we have to cancel any of them just because Comcast is greedy.

I also don't see how this is fair to services like Netflix, Hulu, PlayStation Vue, and Sling TV. I'm sure they'll be losing many consumers due to people having to cut back.

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[Ticket: # 1242434 - Comcast Data Caps](#)

**Date:** 10/7/2016 1:47:16 PM

**City/State/Zip:** Chicago, Illinois 60601

**Company Complaining About:** Comcast

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### **Description**

Comcast has recently decided to roll out mandatory data caps in my area. I had signed a year contract understanding that there was no data caps and now during the contract they are implementing data caps with no recourse from myself. This is unacceptable.

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[Ticket: # 1242449 - Data caps](#)

**Date:** 10/7/2016 1:49:25 PM

**City/State/Zip:** Unincorporated, Kentucky 42003

**Company Complaining About:** Comcast

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## **Description**

Having any sort of data cap is unaccepttable. And they are capping at 1 tb.

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[Ticket: # 1243285 - Comcast Data Cap](#)

**Date:** 10/7/2016 3:20:16 PM

**City/State/Zip:** Las Cruces, New Mexico 88001

**Company Complaining About:** Comcast

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## **Description**

Comcast is enforcing an unjustifiable data cap across their covered areas. Its unacceptable to pose a cap on the limitless information provided by the internet



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**Ticket: # 1242502 - Comcast Data Cap**

**Date:** 10/7/2016 1:56:18 PM

**City/State/Zip:** Westville, Indiana 46391

**Company Complaining About:** Comcast

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## **Description**

I believe that data caps for "unlimited internet" should not be allowed in this day and age. Comcast's monopoly allows them to introduce this anti-consumer policies and restrictions for now good reason. There is no other broadband provider where I live. I simply cannot switch. I am forced to use Comcast.

Internet is not a finite source and should not be capped. This is 100% against "open internet"

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[Ticket: # 1242503 - Comcast Data Caps](#)

**Date:** 10/7/2016 1:56:21 PM

**City/State/Zip:** Upton, Massachusetts 01568

**Company Complaining About:** Comcast

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## **Description**

Comcast is imposing a mandatory 1 TB data cap on my high speed internet. This is completely unethical and clearly influenced as a result of streaming becoming a viable alternative to cable television.

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**Ticket: # 1242507 - Comcast Data Caps**

**Date:** 10/7/2016 1:56:28 PM

**City/State/Zip:** Walnut Creek, California 94596

**Company Complaining About:** Comcast

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## **Description**

Data caps are anticompetitive to online streaming video services. I'm afraid that Comcast will begin allowing data-free streaming from some services and not others (similar to how T-Mobile treats Spotify/YouTube/et al) which I believe violates the principles of net neutrality.

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**Ticket: # 1242513 - Data Caps**

**Date:** 10/7/2016 1:57:18 PM

**City/State/Zip:** Houston, Texas 77056

**Company Complaining About:** Comcast

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## **Description**

Data Caps will destroy the Internet that we have. Companies have no incentive to innovate or upgrade existing infrastructure because local competition is impossible. Comcast will continue to lower the data cap over time to the point that consumers will be forced to pay exorbitant prices for the same, or lower quality service.

Considering how vital high speed Internet access is to our modern lives, quality Internet access should be affordable and unrestricted.

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[Ticket: # 1242520 - Comcast data caps](#)

**Date:** 10/7/2016 1:57:54 PM

**City/State/Zip:** Merced, California 95340

**Company Complaining About:** Comcast

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## **Description**

I was just informed that comcast will be establishing a data cap in my area (CA). This is not acceptable and should be illegal. All people should have equal access to the internet without having to pay (in my case) double the money to get unlimited data. All this is is an anti-netflix moneygrab to get people to pay more. I would happily switch to another provider but there are no others that cover my residence.

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**Ticket: # 1242533 - Comcast enacting a Data Cap**

**Date:** 10/7/2016 1:59:20 PM

**City/State/Zip:** San Carlos, California 94070

**Company Complaining About:** Comcast

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## **Description**

This is the most anti-consumer action I've seen from Comcast. Enacting a Data Cap because they are scared that they will lose profit from Streaming services like Netflix. It's unacceptable that Comcast has a seeming monopoly and that they wish to gouge the consumer out of every penny.

Additionally, they are not following their own Terms of Service/Subscriber agreement. They say they will give us 30 days notice of any significant change. I received the Notice on October 7th, they say they are enforcing this Data Cap on November 1st. This is not 30 days.

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[Ticket: # 1242535 - Data caps and net neutrality](#)

**Date:** 10/7/2016 1:59:35 PM

**City/State/Zip:** Anthem, Arizona 85086

**Company Complaining About:** Comcast

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## **Description**

Data caps and related limitations are anti-competitive to online streaming video services.

I am concerned that Comcast will begin allowing data-free streaming from some services and not others (similar to how T-Mobile treats Spotify/YouTube/et al) which I believe violates the principles of net neutrality.

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[Ticket: # 1242564 - Comcast Data Caps](#)

**Date:** 10/7/2016 2:01:52 PM

**City/State/Zip:** Milwaukie, Oregon 97222

**Company Complaining About:** Comcast

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## **Description**

Comcast's proposed data caps for all customers is blatant profiteering and a case of exploiting customers who have no recourse. This is the newest in a long line of exploitative tactics used by Comcast in a never ending campaign to abuse the trust of and provide subpar service to customers. The unreliable and spotty service by Comcast is bad enough, but this is by far the most heinous abuses of power by the company.



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**Ticket: # 1242566 - Comcast Data Caps In Houston**

**Date:** 10/7/2016 2:01:56 PM

**City/State/Zip:** Sugar Land, Texas 77479

**Company Complaining About:** Comcast

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**Description**

This is completely an unethical business practice and violates Net Neutrality.

These datacaps are fabricated by Comcast to gouge people out of more money for the same performance. There is no finite amount of internet, we only pay for the speed in which we use it.

Creating this artificial data caps only strangles us and punishes us for doing things like watching movies and shows from other streaming services.

Please stop allowing them to abuse their customer base like this, as there is no other competitor who can help us in Houston.

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**Ticket: # 1242568 - New Comcast Data Cap**

**Date:** 10/7/2016 2:02:09 PM

**City/State/Zip:** Salt Lake City, Utah 84109

**Company Complaining About:** Comcast

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### **Description**

Comcast is now enforcing a data cap in Salt Lake City, UT. This was not part of my original contract and they require a fee to cancel the service even though the terms have changed. They now require paying an additional \$50 for unlimited data which I had in my original contract.

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[Ticket: # 1242584 - Comcast 1TB data cap](#)

**Date:** 10/7/2016 2:03:31 PM

**City/State/Zip:** Roseville, California 95747

**Company Complaining About:** Comcast

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## **Description**

When I signed up for Comcast internet at my residence 2 months ago, I had no data caps. I work from home and my family use streaming services routinely throughout the day. This new data cap will impact my ability to work and our ability to live our lives as we have without issue before. We routinely use more than 1TB per month and this data cap will only become more constricting as time goes by with 4K video streaming slowly becoming the norm. There is simply no need for this!

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**Ticket: # 1242590 - Comcast Data Caps**

**Date:** 10/7/2016 2:04:11 PM

**City/State/Zip:** Houston, Texas 77005

**Company Complaining About:** Comcast

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### **Description**

Comcast has rolled out 1 TB data caps to Houston, TX. As a customer, I feel this is an abuse of the ISP position as they are the only company offering true broadband speeds. They claim that this is "a ton" of data, but in 2001 a GB was "a ton". This is abusive horizontal integration to protect legacy TV services from online innovation and increasingly digital world. Please rule data caps as unreasonable business measures, because they do not solve a technical issue or need of the internet, and are entirely artificial.

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**Ticket: # 1242603 - Comcast Instituted a 1TB data cap**

**Date:** 10/7/2016 2:05:18 PM

**City/State/Zip:** Burlingame, California 94010

**Company Complaining About:** Comcast

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## **Description**

Comcast last month posted its strongest earnings in years, easily beating Wall Street's expectations, while racking up a profit of \$2.13 billion on revenue of \$18.8 billion. Jasper says Comcast's margins on high-speed Internet are over 90 percent, and calculations from Bruce Kushnick of the New Network Institute suggest Time Warner Cable's broadband margins were 97 percent in 2013.

Comcast can apparently afford not to impose data caps, but should so-called "data hogs" get free rides? After all, high data use puts strain on Comcast's network and costs the company, right? Not necessarily. Late last year, a leaked internal Comcast memo spilled the beans, and it said the company's data caps were not related to network performance. The memo was real, according to Comcast spokesman Charlie Douglas, but "[t]here was nothing new in it," he says. "If you use more data there is a logic to paying more. [Otherwise] it's not fair to those who use less."

The leaked memo was part of a wave of protest from infuriated Comcast customers, and that rage had an effect. In April, Comcast bumped up its data caps in a dozen or so states, from 300GB a month to 1TB, or 1000GB. Unlimited data plans sell for \$50 more a month, and customers can also purchase an additional 50GB of data for \$10.

And now Comcast has instituted this cap in my area. We need the FCC to protect us from this unscrupulous monopolistic company. I filed a complaint against comcast last time, and they lowered my speed as revenge. So now I am filing again but this time withholding my street name.

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**Ticket: # 1242605 - Comcast Anti-Competitive Pricing**

**Date:** 10/7/2016 2:05:28 PM

**City/State/Zip:** Houston, Texas 77007

**Company Complaining About:** Comcast

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**Description**

I signed up for, and paid an installation fee for Comcast Xfinity internet in Houston, with no data cap (Sep. 29). A week later (this week), I received notice that Comcast would be implementing a 1 TB data cap, and raising rates. I would have 30 days to cancel my service, and lose the installation fee if I do not agree to these terms. This is both 1) bad business practice (effectively a bait and switch given the time period which these changes are taking place) and 2) an offense against net neutrality. Basically, Comcast is trying to tax certain services (like Netflix). I find these to be both to be very poor business practices, and taking advantage of the customer.

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[Ticket: # 1242606 - Comcast 1 terabyte data cap.](#)

**Date:** 10/7/2016 2:05:31 PM

**City/State/Zip:** Sunset, Utah 84015

**Company Complaining About:** Comcast

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## **Description**

In this day and age of always being connected, streamable content. Anyone who imposes data caps on the average family home is greedy and trying to damage another great aspect of our country.

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[Ticket: # 1242623 - Comcast Data Caps](#)

**Date:** 10/7/2016 2:07:18 PM

**City/State/Zip:** Windham, New Hampshire 03087

**Company Complaining About:** Comcast

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## **Description**

Data caps are anticompetitive to online streaming video services.

I'm afraid that Comcast will begin allowing data-free streaming from some services and not others (similar to how T-Mobile treats Spotify/YouTube/et al) which I believe violates the principles of net neutrality.



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[Ticket: # 1242626 - Data Caps with Xfinity](#)

**Date:** 10/7/2016 2:07:35 PM

**City/State/Zip:** Clovis, California 93612

**Company Complaining About:** Comcast

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### **Description**

Starting November 1st, 2016 Xfinity will introduce Data caps. This isn't right! We live in a digital age and digital content is the future!

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**Ticket: # 1242628 - Comcast Data Cap**

**Date:** 10/7/2016 2:08:00 PM

**City/State/Zip:** West Saint Paul, Minnesota 55118

**Company Complaining About:** Comcast

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## **Description**

Comcast is instituting a 1TB data cap beginning November 1 in the Minnesota market. It was previously unlimited and even though data is becoming cheaper to offer Comcast has decided to put a cap and introduce overage fees. Comcast is the only reasonable option for high speed internet in most of the area with CenturyLink being their main competitor and offering slow, unreliable DSL.

I believe this is an attempt at introducing a cap that is slightly higher than what most people use because Comcast knows that 4K video streaming will soon become common and can easily exceed a 1TB limit. The cap is also to encourage people to keep their cable subscriptions and not switch to internet-based entertainment which Comcast does not get revenue for.

This is unacceptable and the FCC needs to stop this. Thank you.

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**Ticket: # 1242631 - Comcast Artificial Data Caps in San Francisco****Date:** 10/7/2016 2:08:16 PM**City/State/Zip:** San Francisco, California 94122**Company Complaining About:** Comcast

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**Description**

Comcast has just announced plans to widen usage of artificial monthly data caps on Internet usage, an anti-consumer concept which is being utilized in an attempt to stifle alternatives to cable television which use Internet data such as Netflix (while not counting their own proprietary streaming services against the cap), and one which they attempt to justify using poorly-reasoned and deceitful terms such as "fairness." They claim that "those who use more Internet data, pay more, and those who use less Internet data, pay less" when this is obviously false -- there are no bill reductions involved for using less than the cap, and even if there were, this is a dangerous precedent to set for home broadband Internet. A Comcast VP has even publicly admitted that this is a "business policy" and not a technical necessity (<http://arstechnica.com/business/2015/08/comcast-vp-300gb-data-cap-is-business-policy-not-technical-necessity/>).

In most parts of San Francisco, including where I live, there is no competition for the speed of service that Comcast provides, and thus they are clearly taking advantage of their monopolistic position in the market to extort more money out of consumers like me, while at the same time attempting to stifle innovation to their immediate benefit. It is particularly shameful that they are attempting to do this in the San Francisco Bay Area, the heart of technological innovation in America.

I hope the FCC takes strong action against this and continues to support efforts to regulate Internet access as a public utility.

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**Ticket: # 1242636 - Comcast 1TB Data Cap**

**Date:** 10/7/2016 2:08:58 PM

**City/State/Zip:** Orem, Utah 84058

**Company Complaining About:** Comcast

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## **Description**

Data caps are anticompetitive to online streaming video services.

While a 1TB cap allows for relatively significant amounts of online content now, quality of online services is increasing exponentially and it is extraordinarily unlikely that the cap will allow for a good or fair online experience in the coming years.

I'm afraid that Comcast will begin allowing data-free streaming from some services and not others (similar to how T-Mobile treats Spotify/YouTube/et al) which I believe violates the principles of net neutrality.

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[Ticket: # 1242732 - Data Caps from Comcast](#)

**Date:** 10/7/2016 2:17:52 PM

**City/State/Zip:** Springfield, Oregon 97478

**Company Complaining About:** Comcast

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## **Description**

Unacceptable practice by Comcast to impose "data caps" like the Internet is some sort of limited resource like oil. We continuously get the proverbial Vaseline treatment by Comcast. This is taking things way too far. If they owned the Internet I could sort of understand imposing something ludicrous like this, but fortunately to everyone in the U.S. specifically, Comcast does not own the internet.

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**Ticket: # 1242653 - Comcast Data Caps**

**Date:** 10/7/2016 2:10:58 PM

**City/State/Zip:** Oakland, California 94606

**Company Complaining About:** Comcast

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## **Description**

Hello, I just received notice from Comcast that I now have a 1TB cap on my account, and that my household uses 660GB a month already.

Data caps are anticompetitive to online streaming video services.

I'm afraid that Comcast will begin allowing data-free streaming from some services and not others (similar to how T-Mobile treats Spotify/YouTube/et al) which I believe violates the principles of net neutrality.

I work from home and need to upload/download large amounts of data, and once more 4K video starts to come out our household will hit this cap very easily.

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**Ticket: # 1242726 - Comcast Data Cap Illegal**

**Date:** 10/7/2016 2:17:08 PM

**City/State/Zip:** Clearfield, Utah 84105

**Company Complaining About:** Comcast

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**Description**

Comcast has just implemented a 1 terabyte data cap in our area. This is an attack on an open and fair internet. They claim only 1% of their users reach that cap, but data usage is increasing drastically, and in a few years that will not be true. This cap is not to be fair to us the customers, it is to earn Comcast more money. We are paying for bandwidth in and out of our house, and the sites or services we use are paying for bandwidth out, why would Comcast feel it is fair to implement a cap in between us? It is simply to earn them more money, and to combat cord cutters.

We proudly are looking to the future. We aren't paying for expensive TV packages, because the options in online streaming are far better for us. But this data cap fights against that freedom to choose online streaming, and forces people to pay a "tax" if they chose to not use Comcast's TV packages.

I would hope that this is found to be illegal. We have no other high speed options available in our area, so there is no competition to keep Comcast in line. I will switch away from Comcast the moment it is possible, but for now, I'm at their mercy.

I use the internet for work, for entertainment, for research, for family. Crippling us like this is dirty and wrong.

(b) (6)

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**Ticket: # 1242739 - Comcast Data Caps**

**Date:** 10/7/2016 2:19:06 PM

**City/State/Zip:** Fair Oaks, California 95628

**Company Complaining About:** Comcast

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## **Description**

I have been a long time Comcast customer and just was told there will be data caps enforced on my plan. This is completely unacceptable. I am below the threshold for extra charges with my daily usage however this is a clear attempt to limit competitor products and force usage of their TV deals.



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**Ticket: # 1242747 - Comcast/ Xfinity Data Caps**

**Date:** 10/7/2016 2:19:46 PM

**City/State/Zip:** Payson, Utah 84651

**Company Complaining About:** Comcast

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## **Description**

Comcast has now applied a data cap to my internet service. I believe that data caps are anticompetitive to online video services. In the email that they sent me, they claim that most of their customers only use 1% of the 1TB cap. Now, I am not a heavy user, but rely on online video services, and I average out at 900GB. I feel once 4k video streaming becomes more common, we are going to have a problem. Data caps have nothing to do with congestion, it is all about Comcast wanting more money.

Also, I worry that they will soon start offering data free services that don't go toward the data cap, which I believe goes against net neutrality.

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[Ticket: # 1242754 - Comcast data caps.](#)

**Date:** 10/7/2016 2:20:50 PM

**City/State/Zip:** Alexandria, Virginia 22304

**Company Complaining About:** Comcast

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## **Description**

Comcast is enacting data caps in many of their areas. Aside from this being unnecessary, as shown by many ISPs, it also is forcing many people into situations where they must pay more money to access their usual internet, something they need to live, work, and play.

America is already behind most of the other major countries in the world in terms of our access to the internet in both pricing and speeds, and this tactic is absolutely not going to help.

This is only possible because comcast is already a monopoly in many areas and is attempting to become one nationwide.

This is a race-to-the-bottom at the expense of America.

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**Ticket: # 1242756 - Data Caps imposed by Comcast**

**Date:** 10/7/2016 2:21:23 PM

**City/State/Zip:** San Francisco, California 94118

**Company Complaining About:** Comcast

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## **Description**

Comcast is rolling out unjust data caps to my market. They are claiming to do this to be "fair" and a way to charge people who use the internet more a higher price. Internet usage is not a finite resource and shouldn't be charged as such. Bandwidth is and is already billed that way. There is zero logical reasons for this kind of business practice outside of greed. Their monopoly on the market is allowing them to do this and I won't stand for it.

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**Ticket: # 1242759 - Comcast Data Cap****Date:** 10/7/2016 2:21:46 PM**City/State/Zip:** Jenison, Michigan 49428**Company Complaining About:** Comcast

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**Description**

Hello,

I received an unfortunate notification from Comcast that they are putting a data cap on my plan. I did not authorize this, nor do I feel it is an appropriate change on my plan. With the exception of my cell phone carrier, I have never had a data cap on my internet subscription with any of the ISPs I have done business. On top of that, I am very dissatisfied to see that there is a \$200 flat charge for any overage above and beyond 1TB of data. This charge is excessive and should probably be based on smaller increments of data usage (ie. \$1 per 1 gigabyte used over the 1TB data cap).

Overall, I am very displeased and I feel that Comcast is abusing their customers in placing an unsolicited data cap on plans in order to increase their revenues at the expense of their customers. Had Comcast offered a reduced rate to sign on to an agreement, or if they had instated a grandfather clause for existing paying and loyal customers, that would have been appropriate. I am a heavy internet user, mainly because of the nature of my job, working in technology.

(b) (6)

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**Ticket: # 1242762 - Comcast Data Caps**

**Date:** 10/7/2016 2:21:57 PM

**City/State/Zip:** Lynchburg, Virginia 24502

**Company Complaining About:** Comcast

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**Description**

Data caps are anticompetitive to online streaming video services.

I'm afraid that Comcast will begin allowing data-free streaming from some services and not others (similar to how T-Mobile treats Spotify/YouTube/et al) which I believe violates the principles of net neutrality.

Comcast also owns NBC/Universal and could easily make data using their services "not count" towards data caps. They can safely do this because they do not create data. It already exists. They want to limit a volume of use for something there is an unlimited amount of.

Additionally, Data is not a utility. Comcast does nothing to create data or to convey it. They have cost to maintain infrastructure but they do not generate data like Electric, Gas, and Water companies have a physical good they must create.

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[Ticket: # 1242770 - Comcast Data cap](#)

**Date:** 10/7/2016 2:22:27 PM

**City/State/Zip:** Colbert, Washington 99005

**Company Complaining About:** Comcast

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## **Description**

Comcast is introducing a Data cap in my area(washington) in the coming month. It is painfully obvious that they are only doing so to try and combat Netflix and to pull more money from consumers. Data caps are pointless and do nothing but give companies a reason to charge consumers more.

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**Ticket: # 1242771 - Complaint against introduction of Data Cap Trial**

**Date:** 10/7/2016 2:22:27 PM

**City/State/Zip:** Indianapolis, Indiana 46234

**Company Complaining About:** Comcast

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## **Description**

In Indiana, Comcast is introducing a new data cap and associated plan called the "New Terabyte Internet Data Usage Plan".

I am filing this complaint because:

The new data cap is not part of the contract that I signed, and as such I never agreed to said data cap.

Comcast claims that this is a trial, but there is no end date for said trial.

There is no opt out option for this new policy that I never agreed to.

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**Ticket: # 1242792 - Comcast Data Cap****Date:** 10/7/2016 2:25:18 PM**City/State/Zip:** Blue Springs, Missouri 64015**Company Complaining About:** Comcast

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**Description**

Hello. I pay Comcast for the fastest internet available to me. Aside from Comcast, there are virtually no other options for me, as a consumer. I had selected and paid for internet service on an instantaneous ("Mbps") throughput basis. Today, I received an email that my current internet service would now be subject to a monthly usage cap, and overages >would be billed to me. Though Comcast may lay claim to the existence of a previous monthly cap on paper, I have never been subject to billing for any total monthly usage prior to this notice, regardless of use. This is effectively a detrimental change to me and my family, for which I have no recourse.

I am already "capped" by the "Mbps" package I have intentionally selected. I pay a premium for very fast internet, which now effectively enables me to reach my monthly cap that much faster. The monthly cap now effectively penalizes me (and any others like me) for my use of the internet during off-peak hours, which offers no burden to Comcast. "Bytes" >are not a precious, limited natural resource; those used at 2am will have virtually no impact on the "fair" use of the internet by anyone else. In fact, subjecting my internet usage to an additional cap on a monthly basis has been clearly demonstrated to be nakedly anti-consumer in an industry without sufficient competition:

<http://arstechnica.com/business/2015/08/comcast-vp-300gb-data-cap-is-business-policy-not-technical-necessity/>

Additionally noteworthy, the bandwidth meter to which I will now be monetarily subject is apparently operated without oversight or regulation:

<http://arstechnica.com/information-technology/2016/09/tales-from-comcasts-data-cap-nation-can-the-meter-be-trusted/>

How much I currently use is irrelevant. I had no say in this data cap, nor will I have any say in whether or not it is changed in the future to further improve Comcast's profits in the guise of fairness.

I am a married father of two young children who are on the cusp of using their own networked devices. I fully expect my family's internet usage to explode in the coming year(s). I have effectively one option for high-speed internet at my location. The free market has failed me. I have one choice; it must be heavily regulated.

I implore you to take action to regulate these businesses, including but not limited to double-dipping through the imposition of monthly data caps



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**Ticket: # 1242781 - Comcast Data Caps being introduced**

**Date:** 10/7/2016 2:23:28 PM

**City/State/Zip:** Jackson, Michigan 49201

**Company Complaining About:** Comcast

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**Description**

I have had comcast for a number of years, and we have never had data caps. Now, Comcast is adding data caps to its packages, saying it's so they can stay competitive, which is interesting, because Comcast is the only ISP where I live. This is unacceptable. Comcast is attempting to limit what we can access, and to add pop ups and warnings to my computer, meaning they are accessing my computer, even if it's slightly.

Data Caps are only a means of cash grab, not a means to stay competitive. There is no strain on the network. No one is having issues with reliability, but Comcast is deciding to be anti-consumer through data caps.

Internet access should be a utility, and as a utility, it should not be limited, it should be protected.

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[Ticket: # 1242786 - Data cap and price increases](#)

**Date:** 10/7/2016 2:24:34 PM

**City/State/Zip:** San Mateo, California 94402

**Company Complaining About:** Comcast

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## **Description**

Comcast is raising prices and instituting data caps on my service starting next month. I am still under contract to remain their customer unless I'm willing to pay a large fee to break the contract early. Comcast has publicly admitted data caps are just a way to increase revenue and the nature of internet is that you pay for bandwidth (which costs more for higher speed) and not total data transferred.

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[Ticket: # 1242787 - Comcast is initiating data caps](#)

**Date:** 10/7/2016 2:24:38 PM

**City/State/Zip:** Vallejo, California 94590

**Company Complaining About:** Comcast

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## **Description**

2/26/15: The FCC voted in favor of strong net neutrality rules to keep the Internet open and free. It seems Comcast is ignoring the ruling and starting 11/16 will place data caps in 18 states. This means those who use Netflix or other streaming services will have to wonder if they will be charged a \$50 fee for going over the data cap. I have the right to chose where I get my media on the Internet, rather than being forced to buy cable TV through Comcast. Please stand up for our net neutrality rights and vote this down. Thank you.

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[Ticket: # 1243755 - Comcast Data Cap](#)

**Date:** 10/7/2016 4:18:15 PM

**City/State/Zip:** San Francisco, California 94105

**Company Complaining About:** Comcast

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## **Description**

Comcast's data caps are anti-competitive for online streaming services

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**Ticket: # 1242800 - Comcast's Data Caps**

**Date:** 10/7/2016 2:26:07 PM

**City/State/Zip:** Fort Collins, Colorado 80521

**Company Complaining About:** Comcast

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## **Description**

Seeing that Comcast is applying data caps to customers come November is unacceptable. With 4K streaming becoming more and more commonplace and games taking 100gb to download, this change is putting us back in the past. We should be moving forward with providing internet to everyone for reasonable costs, not doubling the pricing for people who make a living through the internet and find entertainment through it. If it was up to the free-market, this wouldn't stand, but because of the monopoly run by Comcast in a vast amount of areas; not many of us have a choice.

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[Ticket: # 1242823 - Comcast Imposing Unreasonable Data Caps](#)

**Date:** 10/7/2016 2:28:23 PM

**City/State/Zip:** Brownstown, Michigan 48174

**Company Complaining About:** Comcast

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## **Description**

Comcast is imposing data caps like cellphone providers when they have no basis or need to actually impose said caps other than to gain more profits from the consumer by providing worse service at a higher price point.

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[Ticket: # 1242815 - Comcast's data caps are anti-competitive to online streaming video services.](#)

**Date:** 10/7/2016 2:27:56 PM

**City/State/Zip:** Murfreesboro, Tennessee 37128

**Company Complaining About:** Comcast

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## **Description**

Comcast's data caps are anti-competitive to online streaming video services.

I'm afraid that Comcast will begin allowing data-free streaming from some services and not others (similar to how T-Mobile treats Spotify/YouTube/et al) which I believe violates the principles of net neutrality.

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**Ticket: # 1243625 - ComCast Data Cap May Affect Business Operations**

**Date:** 10/7/2016 4:01:42 PM

**City/State/Zip:** Davis, California 95618

**Company Complaining About:** Comcast

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## **Description**

Hi,

I am the senior big data solutions architect for GenomeNext, a genomics company which is now partnered with dozens of hospitals to offer automated analysis of genomic data. We're aiming to make genomic analysis for cancer & genetic disease patients as routine as bloodwork. I work from home full time, as do the rest of the startup's employees. After combining my business usage of the Internet, which involves working with large multi-GB datasets, with my home usage which includes daily HD video streaming and downloading of multi-GB video games & their patches, I often come perilously close to this cap. I am extremely concerned about Comcast's recent decision to roll out data caps across most states in the US. Due to this and the fact that I work from home, I will be leaving the state of California in April to take up residence in another state/country which does not currently implement data caps.

How can our company expect hospitals across the nation to stream data into our platform if there are nationwide data caps and a lack of fiber cabling to carry the data in sufficiently reasonable time?

Since it is the job of the FCC to ensure internet neutrality and the free flow of data, please disregard previous business alliances and do what is right. The future is driven by data, and I truly fear for the future given the government's unwillingness to deal with issues such as arbitrary data caps, local monopolies, ISP unwillingness to update the nation to fiber, ISPs forcing cable cutters to sign up for cable to get reasonable internet prices in the name of propping up subscriber numbers, etc. The longer this disease of greed and incompetence goes untreated, the faster it will spread and punish not only individuals such as myself who are tech-savvy and utilize the internet for a variety of tasks for many hours every day, but the nation's tech industry itself. Having the capacity to share and analyze large volumes of data is key to establishing a better competitive advantage within the United States; restricting access to data will do no good for anyone but shareholders.

Best,

  
Senior Big Data Solutions Architect



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**Ticket: # 1242814 - Comcast implementing data caps in the Bay Area of California**

**Date:** 10/7/2016 2:27:53 PM

**City/State/Zip:** San Jose, California 95132

**Company Complaining About:** Comcast

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## **Description**

I just got an email today:

"

We're writing to let you know that we will be activating a new XFINITY Internet Data Usage Plan in your area. Effective November 1, 2016, your XFINITY Internet service will include one terabyte (that's 1,024 GB) of data usage per month. With a terabyte of data you can stream between 600 and 700 hours of HD video, play more than 12,000 hours of online games, or download 60,000 high-res photos in a month.

...

One Terabyte Plan and Unlimited Data option:

One Terabyte (TB) included/month	If one TB is exceeded, \$10 is charged for each additional data block of up to 50 GB/month	\$200 overage charge limit - no matter how much data is used
Unlimited Data	Additional \$50/month	No overage charges — no matter how much data is used each month

"

This is ridiculous. I pay for internet, this isn't a mobile plan, this is a line running to my house. The FCC has disallowed data caps as part of the Charter/Time Warner merger. You need to do the same to Comcast. What's the point of having net neutrality if Comcast can arbitrarily impose data caps?

Additionally, I signed a contract with Comcast for 2 years. They should not be able to unilaterally change the terms of that contract for the length of the 2 years. Just because I could probably get out of the contract without penalty at this point, what can I do for internet and TV service? DSL is not a great option where I live. They are abusing their monopoly, and counting on apathy to get away with making more money off the backs of their customers.

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**Ticket: # 1242831 - Data Caps**

**Date:** 10/7/2016 2:29:16 PM

**City/State/Zip:** Inver Grove Heights, Minnesota 55077

**Company Complaining About:** Comcast

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## **Description**

Starting today, in my locality Comcast is instituting a data cap on their internet services.

If ISPs believe their service requires metering, then they need to be subject to the scrutiny that other metered services must follow, such as water or electric. And their metering devices need to have third party checks and balances to ensure fair metering practices occur, and the prices of metering need to reflect reality.

At the moment, this data cap is merely a way to double dip into peoples pockets. Charging not only based on speed, but also on usage, should be illegal.

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[Ticket: # 1242846 - Comcast Data Cap Colorado - this November](#)

**Date:** 10/7/2016 2:32:22 PM

**City/State/Zip:** Palmer Lake, Colorado 80133

**Company Complaining About:** Comcast

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## **Description**

Comcast is rolling out a data cap to Colorado starting in November. This is a move designed to maximize profits and deter cord cutters. Please help stop Comcast's violation of the Open Internet (aka net neutrality).

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**Ticket: # 1242879 - Comcast Communications Terrabyte Data Limit in San Francisco Bay Area**

**Date:** 10/7/2016 2:36:06 PM

**City/State/Zip:** Alameda, California 94501

**Company Complaining About:** Comcast

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## **Description**

Hi,

I subscribe to Comcast for my internet connection at home in Alameda California. I received an email earlier today about a 1 terabyte monthly data cap being added to my account, effective starting next month. When I signed up for the account there were no data caps whatsoever. I have already called Comcast to complain about this, and their agent says I should receive a call back from their next level of support within 24 to 48 hours. I do not believe this is legal. I definitely know this is against Net Neutrality and a free and open internet. The relevant details from the email are copied below:

### Information about a New Terabyte Internet Data Usage Plan

We're writing to let you know that we will be activating a new XFINITY Internet Data Usage Plan in your area. Effective November 1, 2016, your XFINITY Internet service will include one terabyte (that's 1,024 GB) of data usage per month. With a terabyte of data you can stream between 600 and 700 hours of HD video, play more than 12,000 hours of online games, or download 60,000 high-res photos in a month.

One terabyte is a massive amount of data – less than 1% of our customers use that amount in a month. However, we still want to make sure you understand your options and choose the Data Usage Plan that works best for you. If you believe you will need more data, an Unlimited Data option is available. Our data plans are based on a principle of fairness. Those who use more Internet data, pay more. And those who use less Internet data, pay less.

### One Terabyte Plan and Unlimited Data option:

One Terabyte (TB) included/month      If one TB is exceeded, \$10 is charged for each additional data block of up to 50 GB/month      \$200 overage charge limit - no matter how much data is used

Unlimited Data      Additional \$50/month      No overage charges — no matter how much data is used each month

You can also track and manage your usage so there are never any surprises about how much data you use. Here are a few tools you can use:

Data Usage meter – Monitor how much data your household has used with our Data Usage Meter.

Data Usage Estimator - Estimate your data usage with our

Estimator Tool. Simply enter how your household typically uses the Internet and the tool will estimate your monthly data usage.


Notifications - If you approach, reach or exceed one terabyte of data usage, we will send you a courtesy "in-browser" notice as well as an email. You can also elect to receive notifications at specific usage thresholds and set up mobile text notifications. Learn more about notifications here. Usage notifications will not be sent to customers who enroll in the Unlimited Data option.

For the less than 1% of customers who do exceed one terabyte of data usage, we're offering two courtesy months, so customers will not be charged the first two times they exceed one terabyte while they are getting comfortable with the new plan.

If you have any questions about the new Data Usage Plan, please visit <http://dataplan.xfinity.com/>.

Thank you for being an XFINITY Internet customer.

Sincerely,

  
Regional Senior Vice President of Comcast's California Region

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[Ticket: # 1242854 - Data Caps are unacceptable](#)

**Date:** 10/7/2016 2:33:14 PM

**City/State/Zip:** Winter Park, Florida 32792

**Company Complaining About:** Comcast

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## **Description**

The idea of adding data caps to plans is a step back in the evolution of data and the internet. Europe has been through this already and has gotten past the idea of data caps, do you want to know why? Because it doesn't work.

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[Ticket: # 1242855 - Data Caps](#)

**Date:** 10/7/2016 2:33:19 PM

**City/State/Zip:** Bedford, Indiana 47421

**Company Complaining About:** Comcast

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## **Description**

Data caps are anticompetitive to online streaming video services.

I'm afraid that Comcast will begin allowing data-free streaming from some services and not others (similar to how T-Mobile treats Spotify/YouTube/et al) which I believe violates the principles of net neutrality.

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[Ticket: # 1242892 - Comcast Data Cap](#)

**Date:** 10/7/2016 2:36:52 PM

**City/State/Zip:** Hayward, California 94545

**Company Complaining About:** Comcast

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### **Description**

Comcast will enable a 1TB data cap nationwide on November 1. AT&T already has this data cap. I should not be charged extra for accessing the Internet beyond my base cost already paid.



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**Ticket: # 1243058 - Comcast Imposing Data Limits**

**Date:** 10/7/2016 2:53:10 PM

**City/State/Zip:** Royal Oak, Michigan 48067

**Company Complaining About:** Comcast

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**Description**

Hello,

I have received an email from Comcast stating that they are imposing data limits in my area. It doesn't matter what that limit is, its is the idea of the thing. Data caps violate Net Neutrality Laws and I do not like the direction this is going. First data caps and then what?

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[Ticket: # 1242857 - Comcast data cap](#)

**Date:** 10/7/2016 2:33:30 PM

**City/State/Zip:** Everett, Washington 98204

**Company Complaining About:** Comcast

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## **Description**

Comcast has a monopoly in my area and are now enforcing data caps.

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**Ticket: # 1242859 - Comcast 1TB Data Cap**

**Date:** 10/7/2016 2:34:06 PM

**City/State/Zip:** Berkeley, California 94709

**Company Complaining About:** Comcast

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## **Description**

I received an email from Comcast about an upcoming data internet usage cap as quoted from their email:

"Effective November 1, 2016, your XFINITY Internet service will include one terabyte (that's 1,024 GB) of data usage per month."

Data caps are not really acceptable at this day in age for internet usage.

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[Ticket: # 1242861 - Data Caps are Unacceptable](#)

**Date:** 10/7/2016 2:34:08 PM

**City/State/Zip:** Fort Pierce, Florida 34982

**Company Complaining About:** Comcast

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## **Description**

Data caps of any size are unacceptable and ridiculous. This is a practice that must not be continued. Data is not a commodity that can be exhausted. Excuses made by ISPs in order to limit data usage are complete fallacies.

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**Ticket: # 1242865 - Comcast Data Cap****Date:** 10/7/2016 2:34:42 PM**City/State/Zip:** Seattle, Washington 98105**Company Complaining About:** Comcast

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**Description**

In addition to overpriced internet plans based on speed, Comcast is now charging for data usage. As I live with roommates and we do not have cable TV by choice, using Netflix and other online services, it is very feasible that we will exceed the 1 TB cap and be surprised with a very large bill. Having internet service already costs more than electricity or gas services, but Comcast's data caps are asking for an even larger bill. I also live in an area where Comcast is the only broadband internet provider, and realistically don't have a choice as the only other choice is 12 mbps DSL.

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**Ticket: # 1242866 - Comcast Data Caps**

**Date:** 10/7/2016 2:34:44 PM

**City/State/Zip:** Wildwood, Illinois 60030

**Company Complaining About:** Comcast

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## **Description**

I'm disgusted that these data caps are happening. If "Effectively no one violates this plan" then why have it? They have unfairly modified my subscription, and since they essentially have a monopoly on the service, there's no way for me to work around this. They don't even provide the advertised speed, and yet they want to charge me an obscene amount of money for data if i go over the cap? Where is net neutrality? Where is the competition? Comcast can essentially do whatever they want, charge whatever they want, and the consumers just need to suck it up and deal with it?

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[Ticket: # 1242872 - Comcast Data Cap](#)

**Date:** 10/7/2016 2:35:28 PM

**City/State/Zip:** Colorado Springs, Colorado 80917

**Company Complaining About:** Comcast

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## **Description**

I got a notification yesterday that Comcast is going to implement a 1TB data cap on service I've had for years. to top it off they have some sites you can visit that won't count towards this cap, whereas others will...which to me violates net neutrality.

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[Ticket: # 1242874 - Comcast Data Cap](#)

**Date:** 10/7/2016 2:35:29 PM

**City/State/Zip:** Santa Rosa, California 95405

**Company Complaining About:** Comcast

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## **Description**

I've now been subjected to a 1TB data cap through Comcast.



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**Ticket: # 1242883 - Comcast Internet, Data Cap**

**Date:** 10/7/2016 2:36:24 PM

**City/State/Zip:** San Jose, California 95123

**Company Complaining About:** Comcast

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**Description**

Starting Nov. 1st 2016 Comcast will be imposing a 1TB data cap in my San Jose, CA area. I strongly appose the use of data caps for internet usage. If I go over the cap I will be charged an additional \$10 for every data block. 1TB might be okay now however, this time next year internet streaming resolution will double along with the data. There will be no problem with the majority of user hitting that cap.

This leaves me with two options.

1. I keep going with my current plan and hope that I never reach the cap. Live in constant fear that my house hold will be using too much data.
2. Pay an additional \$50 a month for the unlimited plan. No improvement to my service just the opportunity to pay more money for my current service.

I wish I had option 3 which would be to go with another provider but sadly that is not an option.

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**Ticket: # 1242885 - Comcast Data Caps**

**Date:** 10/7/2016 2:36:30 PM

**City/State/Zip:** Issaquah, Washington 98029

**Company Complaining About:** Comcast

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## **Description**

In the interest of net neutrality and anti-monopoly practices I am filing a complain to report Comcast's practice of implementing a data cap on connections in my arena and nationwide starting Nov 1. Most of their own streaming services are exempt from their cap (from what I understand) but things like Netflix, Amazon, Hulu are not. Previously there is no cap. They are rolling it out simply to augment pricing for those of us that have no choice but to go with Comcast. There is no suitable alternative in the Seattle area because Comcast has legislation in place so that no other providers can compete in the same market. The FCC has filed internet as a utility but it continues to be billed to us as a commodity using unfair business practices dreamed up by Comcast and companies like it to gauge customers for all they can. Netflix cuts into it's TV business, so they cut back using practices such as this to maintain their bottom line. It's typical bullying using their monopoly. Same thing Microsoft did in the 90's.

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[Ticket: # 1242897 - Data Caps from Comcast](#)

**Date:** 10/7/2016 2:37:41 PM

**City/State/Zip:** Issaquah, Washington 98029

**Company Complaining About:** Comcast

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## **Description**

Comcast is rolling out 1TB data caps on their unlimited data package? Please help.

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**Ticket: # 1242919 - Data Caps**

**Date:** 10/7/2016 2:39:17 PM

**City/State/Zip:** Lees Summit, Missouri 64082

**Company Complaining About:** Comcast

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### **Description**

I was recently informed by Comcast that my internet would soon be subject to data caps and that if I went over my allotment of data I would incur an additional fee. I don't feel that it is right that my ISP forces data caps on its customers, especially when the options are severely limited for the area of the Kansas City metro in which I live.

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[Ticket: # 1242926 - Comcast Data Cap](#)

**Date:** 10/7/2016 2:39:44 PM

**City/State/Zip:** Sunnyvale, California 94087

**Company Complaining About:** Comcast

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## **Description**

Data caps are illogical and harmful for a free and open internet. Tell Comcast they can fuck right off.

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[Ticket: # 1242929 - Comcast Data Cap](#)

**Date:** 10/7/2016 2:39:57 PM

**City/State/Zip:** Bellingham, Washington 98225

**Company Complaining About:** Comcast

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## **Description**

Comcast has rolled out Data caps to my area. There is no reason for data caps to exist as data is not a finite resource. They only exist to extract more money from consumers.

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[Ticket: # 1242954 - Comcast Data Cap](#)

**Date:** 10/7/2016 2:42:05 PM

**City/State/Zip:** Indianapolis, Indiana 46260

**Company Complaining About:** Comcast

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## **Description**

Comcast is continuing their rollout of data caps across the nation. They are unnecessary from a technological standpoint and hamper the growth of an open and accessible Internet.

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[Ticket: # 1242941 - Comcast, ISP Data Caps](#)

**Date:** 10/7/2016 2:41:09 PM

**City/State/Zip:** Avondale, Arizona 85392

**Company Complaining About:** Comcast

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## **Description**

The Internet should not be able to be capped or controlled based on usage. Especially with fiber-optic lines, usage doesn't directly correlate to increased resource use or power draw, if it's on its on. ISP data caps are a wrong step towards violating net neutrality and are against the ideals of an open, available Internet. Please be aware of this and listen to us.



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**Ticket: # 1242951 - Comcast 1TB Data Cap**

**Date:** 10/7/2016 2:41:49 PM

**City/State/Zip:** Boone, North Carolina 28608

**Company Complaining About:** Comcast

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### **Description**

It is unacceptable that Comcast is being allowed to employ a data cap on their users. Rather than growing to meet the demands of the current trend of internet usage, they're punishing their customers. When these companies are allowed to operate without competition it is up to the government to keep them in check. In many cases people can't switch internet providers, so please protect us from this unnecessary and likely costly change.

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[Ticket: # 1243010 - Comcast Broadband Data Caps](#)

**Date:** 10/7/2016 2:48:09 PM

**City/State/Zip:** Dacono, Colorado 80514

**Company Complaining About:** Comcast

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## **Description**

I recently received notification that Comcast will be implementing data caps in my area which affects my account.

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**Ticket: # 1242960 - Comcast Data caps on internet**

**Date:** 10/7/2016 2:42:45 PM

**City/State/Zip:** Houston, Texas 77008

**Company Complaining About:** Comcast

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## **Description**

Received email from comcast stating they are instituting illegal data caps of 1tb in the Houston region. This is blatantly a violation of both net neutrality and contract law stating unlimited access to internet. Additionally, comcast's ability to monitor actual internet usage has been debunked repeatedly. Their VERY OWN monitoring ability is flawed in that they are motivated to show the user with higher usage. as it results in incremental revenue.

This is allowing a local monopolistic company to screw over all customers. The announcement states that the cap will set at 1TB, which less than 1% of all users use. However, I am able to exceed this cap just by streaming netflix.

This is a blatant anti-competitive play by comcast to force users away from streaming and back to their antiquated cable tv services, and if the FCC does not stand against this move, then they should not be allowed to continue operations.

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[Ticket: # 1242962 - comcast data caps](#)

**Date:** 10/7/2016 2:43:16 PM

**City/State/Zip:** San Mateo, California 94402

**Company Complaining About:** Comcast

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## **Description**

I just received notice from comcast that I will be subject to data caps. While I am not going over my 1TB allocation yet I am now discouraged from using cloud services on my apple devices that I was planning to use. Data caps will kill internet innovation as it is already keeping me from using my iPhone, iPad, and appleTV as they are intended to be used.

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[Ticket: # 1242965 - Comcast data caps signal anti-trust](#)

**Date:** 10/7/2016 2:43:45 PM

**City/State/Zip:** Seattle, Washington 98125

**Company Complaining About:** Comcast

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## **Description**

Comcasts data cap with overage fees is a clear anti-trust issue. This is a move to financially burden Comcast internet customers who stream TV instead of subscribe to Comcast Cable packages.

My options are being taken away from me and I am forced to pay Comcast, I have no other options for broadband at my house.

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[Ticket: # 1242973 - Data Caps](#)

**Date:** 10/7/2016 2:44:09 PM

**City/State/Zip:** Orem, Utah 84058

**Company Complaining About:** Comcast

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## **Description**

Data caps are useless, they don't prevent data usage, and only function as a way for internet service providers to nickel and dime their customers. Data caps are nothing but abusive to consumers.

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**Ticket: # 1242974 - Comcast implementing data caps stifles innovation where no other real option is available**

**Date:** 10/7/2016 2:44:10 PM

**City/State/Zip:** Bellevue, Washington 98008

**Company Complaining About:** Comcast

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## **Description**

I am in an area (zip code 98008) where comcast has announce they will start implementing data caps later this year. Even though I am in an area dominated by individuals in very technical fields, most of the people do not have any other real options for broadband internet. There is limited options for a very small subset of people within my zip code (frontier FIOS or apartment complexes with fiber connections), but the vast majority of single family home occupants only have comcast as an option. The closest other option I have is DSL from century link with a max download of 7 Mbps and less than 1 Mbps upload.

\* Comcast has admitted the caps are a business (not technical decision) [1]

\* Comcast is leveraging their monopoly to put other video providers at a disadvantage.

\* Data caps will stifle innovation and future progress. For example, 4K video is on the horizon - but caps could easily hinder its progress.

In general I prefer to see competition and let the market determine what is appropriate. Unfortunately, FOR THE VAST MAJORITY OF AMERICANS, ANY COMPETITION IN THE BROADBAND MARKET IS AN ILLUSION! Something needs to be done to open up REAL competition in areas where it does not exist, and until it does exist, comcast and other ISPs need to be prevented from abusive the non-competitive market.

[1] - <http://arstechnica.com/business/2015/08/comcast-vp-300gb-data-cap-is-business-policy-not-technical-necessity/>

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[Ticket: # 1242977 - Data Cap/Contract](#)

**Date:** 10/7/2016 2:44:26 PM

**City/State/Zip:** Kirkland, Washington 98034

**Company Complaining About:** Comcast

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## **Description**

Comcast arbitrarily decided to implement a data cap, even though most people are in a contract and cannot cancel service even if they wanted to without penalty. The open and free spirit of the internet is being threatened just so comcast can squeeze out a few more dollars. They have no technical reason to do this, it is just another way for them to punish people who do not subscribe to cable tv.



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[Ticket: # 1243021 - Comcast usage estimates](#)

**Date:** 10/7/2016 2:49:24 PM

**City/State/Zip:** Menlo Park, California 94025

**Company Complaining About:** Comcast

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## **Description**

Comcasts online accounting of my internet usage is 20-30% higher than my personal router can account for in downloaded MB's for every month on my account. Now that they are implementing data caps, this is an unacceptable level of variance for any consumer.

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**Ticket: # 1242979 - Comcast Data Caps in Houston**

**Date:** 10/7/2016 2:44:28 PM

**City/State/Zip:** Houston, Texas 77049

**Company Complaining About:** Comcast

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**Description**

In this age of increased data usage and new tech coming to the consumer, such as 4k tv streaming a data cap of 1tb is ridiculous. Just because comcast is already making billions and doesn't want to invest in their own aging infrastructure doesn't mean their monopoly should be tolerated. The internet is everywhere and everyone streams from Tv, to business projects, to video games. It is an essential service and shouldn't have a data cap. A family of 5 streaming would reach the cap within a week. Remove data caps from ISP's.

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**Ticket: # 1242981 - Comcast data caps**

**Date:** 10/7/2016 2:44:48 PM

**City/State/Zip:** Houston, Texas 77041

**Company Complaining About:** Comcast

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## **Description**

Comcast is starting 1TB data caps to land line internet subscribers. There is no other reason to do this other than to set up tiered data plans in the future as a way to stifle completion from streaming services like Netflix. With more cord cutting going on everyday they are seeking ways to remonitize their lost TV subscribers. This goes against net neutrality. This goes against what the paying customers. Above all this goes against what the internet is. There is not physical reason to have such a cap. The network does not struggle. They are paid by services that transmit across their lines, and now they want to double dip and charge us more too. When 4K streaming becomes common place they will already have the tiered plans ready to go to exploit Goths sides of the stream and create a false sense of "scarsity" of bandwidth and stifle even more competition.

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[Ticket: # 1242988 - Comcast internet data rates](#)

**Date:** 10/7/2016 2:45:11 PM

**City/State/Zip:** Houston, Texas 77054

**Company Complaining About:** Comcast

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## **Description**

Jacking up rates AND adding a data cap to my internet plan. I thought monopolies were illegal? how is it an open internet when i have a cap on my access, or I have to pay an arm and a leg to have unlimited access? why are they allowed to use 5 year old data and say "hurr-durr less than 1% use a TB a month"?

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**Ticket: # 1242990 - Unfair broadband monopolies and data caps**

**Date:** 10/7/2016 2:45:21 PM

**City/State/Zip:** Oakland, California 94608

**Company Complaining About:** Comcast

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**Description**

The area I live in is terrible for broadband. I effectively have 1 choice of internet provider and that's Comcast, who is now introducing data caps in my area. Even worse, they are saying this is for "fairness" and their Twitter account is \*full\* of complaints from their customers, but they don't have to listen or change because there is absolutely no competition. What's worse is that they're only doing this in the areas where they have no competition. In areas where they have to compete with other providers, they aren't enforcing their data caps.

Comcast is the worst company I have ever had to deal with and I am forced to deal with them. I have no options. I urge the FCC to step in and make sure that Comcast operates fairly and that more broadband options are added so that competition can improve the entire market. I know of a number of competitors in surrounding areas that want to roll out fiber, but they can't do it fast enough. I urge the FCC to empower these smaller business to widen their markets and provide fiber to more customers.

This is the only way forward in a time that is becoming increasingly dependent on broadband internet access.

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[Ticket: # 1242992 - Xfinity Data caps.](#)

**Date:** 10/7/2016 2:45:46 PM

**City/State/Zip:** Cypress, Texas 77433

**Company Complaining About:** Comcast

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## **Description**

I've complained when they first started rolling out the data caps as a "test", and I'm back again to complain since that "test" will now be affecting the area that i am in. Data caps should not be a thing, period. It's a joke to cap something that we use everyday, especially for the prices we pay. I come close to if not over the data cap that xfinity will be providing to all its customers on November 1st, 2016. And in order to not get charged for going over the data cap i have to pay an extra 50 dollars a month on top of the already high bill i have. With the way technology works now, between streaming 4k content from netflix and playing games I am being punished for using something that i pay for.

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**Ticket: # 1242998 - Comcast Data caps**

**Date:** 10/7/2016 2:46:22 PM

**City/State/Zip:** Alexandria, Virginia 22305

**Company Complaining About:** Comcast

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## **Description**

The 1TB Data Cap that comcast is limiting is customers too is ridiculous. With the major advances in technology, and internet availability, streaming is now the common and most effective way to watch movies, television shows, documentaries, etc. With a 1TB cap, alot of cinephiles are losing out. Furthermore, with music streaming (IE Spotify, Pandora One, Google Play, etc) audiophiles are getting shafted as well. Please maintain freedom on the internet and stop these data caps from happening; i firmly believe this violates net neutrality.

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**Ticket: # 1243001 - Comcast Data Cap**

**Date:** 10/7/2016 2:46:27 PM

**City/State/Zip:** Everett, Washington 98203

**Company Complaining About:** Comcast

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## **Description**

Hello,

I am filing this complaint in hopes that our voices as consumers can be heard. Comcast holds a monopoly in my area for high speed internet, therefore I have no viable alternatives that meet the needs of my family and my work at home (note that Frontier is in my area, but the available speeds are paltry by comparison to Comcast). By adopting a data cap nationwide, Comcast is restricting their product to no longer meet the needs of their customers.

This is not a necessity to ensure there is less congestion, this is a business decision to make even more money than the laughable amounts Comcast is already making. The fact that if I wanted to retain my current service, I would have to pay an additional \$50/month once this data cap goes into effect is insanity.

Please, please consider our voices in this matter. The internet is a necessity, and data usage has increased exponentially over the years. A data cap just does not make sense given how significant the internet is a part of our lives now.



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**Ticket: # 1243008 - Comcast Data Caps**

**Date:** 10/7/2016 2:47:40 PM

**City/State/Zip:** Oakland, California 94611

**Company Complaining About:** Comcast

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## **Description**

As popularity and increased usage of digital media moves forward with things like iTunes, Netflix, Hulu, Steam, Twitch, Playstation Network, digital downloads, and with 4k/UHD streaming around the corner, Comcast has proven itself time and time again to be anti-consumer. It's lack of innovation or expansion to accommodate this growing trend, but rather to install data caps will stifle innovation and adaptation of products and services distributed digitally and is NOT the direction that our partners in technology should be turning as the rest of the world is moving forward.

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[Ticket: # 1243015 - Comcast enforcing data cap on more states](#)

**Date:** 10/7/2016 2:48:35 PM

**City/State/Zip:** Wilsonville, Oregon 97070

**Company Complaining About:** Comcast

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## **Description**

Comcast has announced that they will be enforcing a 1TB data cap on 18 more states including Oregon, my home state/current residence. This is antithetical to the principles of Open Internet/Net Neutrality and serves no purpose other than to siphon more money from customers. There is no technological benefit to data caps and it only serves to harm customers by trapping them with overages.

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[Ticket: # 1243020 - Comcast data caps](#)

**Date:** 10/7/2016 2:49:04 PM

**City/State/Zip:** Greater Seattle Area, Washington 98107

**Company Complaining About:** Comcast

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## **Description**

I am a cord cutter and have internet with comcast, if they apply data caps for an arbitrary reason my economy would be affected by my streaming of netflix and simular apps. Stop comcast from limiting data and innovation

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[Ticket: # 1243032 - Data Caps from Comcast internet in Houston](#)

**Date:** 10/7/2016 2:50:23 PM

**City/State/Zip:** Houston, Texas 77041

**Company Complaining About:** Comcast

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## **Description**

Comcast has decided to enforce data caps on their residential internet in Houston, Texas. It is unclear if they can do this as many of its customers have to use this service and are forced to sign a contract with them that is non negotiable. For this customer this will increase my bills 50\$ a month for no change of service. It is also unclear what type of technology or methods they are using for metering. I have a household with a special needs child and we use streaming movies to help with his behavior issues. We are going to have to pay this charge and have no other internet available at this residence.

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**Ticket: # 1243043 - Comcast**

**Date:** 10/7/2016 2:51:15 PM

**City/State/Zip:** Pueblo, Colorado 81005

**Company Complaining About:** Comcast

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## **Description**

Comcast's anti-competitive tactics violates the basic principle of Net Neutrality in regards to the entire concept of the "Openness of the Internet". Implementing data usage caps in the dubious name of "fairness" is absurd. This data cap policy directly harms consumers AND online content providers by enforcing restrictions on their own services to force customers to use their crappy ad-laden TV services instead of the far more rich and modern alternatives. They are prioritizing their own services indirectly by forcing this on customers. Comcast's networks are not struggling to support individuals using more than 1 TB a month. (If they are, it's because they've stamped out the competition in an area and they are being too lazy to upgrade it) This hinders the "Openness of the Internet" and is stifling competition. Also I have to waste my bandwidth wading through their ads and spammy emails to pay the bill.

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**Ticket: # 1243045 - Data Caps for ISPs**

**Date:** 10/7/2016 2:51:25 PM

**City/State/Zip:** Portland, Oregon 97219

**Company Complaining About:** Comcast

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## **Description**

Comcast is rolling out its 1 TB data cap plan, an obvious stepping stone to more and more limits, fees, and restrictions. "Why, only 1% of its users go over the 1TB limit" they might say. But in a world where our media and entertainment consumption is increasingly and irrevocably moving towards internet based delivery models, Comcast's plan to acclimatize its customers to data caps and unnecessary fees is unacceptable. Comcast is currently the only choice for millions of Americans who need high speed internet. We need regulatory bodies who protect consumers, not business interests and profits.

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[Ticket: # 1243046 - Comcast data caps](#)

**Date:** 10/7/2016 2:51:32 PM

**City/State/Zip:** Puyallup, Washington 98374

**Company Complaining About:** Comcast

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## **Description**

Comcast is implementing a 1TB data cap. This will be detrimental to other industries like music and TV and as a utility this should not be allowed. Data caps prey upon consumers and is a terrible precedent to allow.

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**Ticket: # 1244238 - Comcast Data Caps Need To Be Stopped**

**Date:** 10/7/2016 5:19:17 PM

**City/State/Zip:** Menlo Park, California 94025

**Company Complaining About:** Comcast

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**Description**

Comcast has recently decided that as of November 1, 2016 my internet service will be placed under an arbitrary data cap. I've been informed that in order to receive the same level of service I currently have (and will have until November 1, 2016) I have to pay an extra \$50/mo to have the data cap removed. This is unacceptable!

I firmly believe that myself and other cord-cutters are being singled-out because we do not \*also\* pay Comcast for cable service. As a result of this, cord-cutters are going to be charged \$50 every month so that we can continue to enjoy (at the same quality) the services we pay for that are provided by Comcast's competitors such as Netflix, Hulu, Amazon, and even HBO.

I beg you to put a stop to this! There is no technical reason to place or enforce data caps over the wire. There is no additional cost to provide additional bits and bytes of data to the customer. In fact, Comcast's advertising campaigns brag about how many petabytes of data they regularly deliver to customers, and describe how much data they were able to send out during Super Bowl 50 earlier this year. This advertising campaign goes to show that Comcast is capable of delivering all requested data without additional costs and are indeed making up costs and adding data caps to punish cord-cutters in a clearly anti-competitive move.

While I would love to cancel my Comcast service as a result of this unfair treatment, that is unfortunately impossible as Comcast has a monopoly over the utility lines and there are exactly ZERO other options for high-speed internet access to my residence as required for both my job and my choices of entertainment.

Since taxpayer dollars paid for these service lines, I implore you to force Comcast to rent out these lines. Open up some competition so that customers have a choice and can respond to unfair anti-competitive practices in an appropriate way!



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**Ticket: # 1243047 - Data Caps are unfair!**

**Date:** 10/7/2016 2:51:52 PM

**City/State/Zip:** Cicero, Illinois 60804

**Company Complaining About:** Comcast

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### **Description**

comcast sent me an email notification saying that i only am allowed to use 1 TB of data per month, this is ridiculous! in todays ever growing internet world, where we stream ultra 4k HD content, download games on xbox and ps4, watch videos and surf the web. i hate to think these data caps are coming! please regulate these caps

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**Ticket: # 1243051 - Comcast data caps**

**Date:** 10/7/2016 2:52:09 PM

**City/State/Zip:** Minneapolis, Minnesota 55417

**Company Complaining About:** Comcast

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## **Description**

I had selected and paid for internet service on an instantaneous ("Mbps") throughput basis. Today, I received an email that my current internet service would now be subject to a monthly usage cap, and overages would be billed to me. Though Comcast may lay claim to the existence of a monthly cap on paper, I have never been subject to billing for any total monthly usage prior to this notice, regardless of throughput. I am already "capped" by the "Mbps" package I have intentionally selected. Subjecting my internet usage to an additional cap on a monthly basis has been clearly demonstrated to be nakedly anti-consumer in an industry without sufficient competition.

<http://arstechnica.com/business/2015/08/comcast-vp-300gb-data-cap-is-business-policy-not-technical-necessity/> Opens a New Window.

Additionally noteworthy, the bandwidth meter to which I will now be monetarily subject is operated without oversight or regulation.

<http://arstechnica.com/information-technology/2016/09/tales-from-comcasts-data-cap-nation-can-the-meter-be-trusted/> Opens a New Window.

How much I currently use is irrelevant. I fully expect my internet usage to explode in the coming year(s). I have effectively one option for high-speed internet at my location, in a suburb just 15 minutes outside of a major US city.

I do not accept these data caps and do not intend to pay overage charges. I implore the FCC to take action to regulate these businesses, including but not limited to double-dipping through the imposition of monthly data caps.

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[Ticket: # 1243052 - Comcast Data Caps](#)

**Date:** 10/7/2016 2:52:16 PM

**City/State/Zip:** Mount Juliet, Tennessee 37122

**Company Complaining About:** Comcast

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## **Description**

Very unfair treatment of customers and applying data caps and charging more money.

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**Ticket: # 1243053 - Internet Service Data Cap**

**Date:** 10/7/2016 2:52:28 PM

**City/State/Zip:** Chaska, Minnesota 55318

**Company Complaining About:** Comcast

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**Description**

Comcast is imposing a 1TB data cap on me at the end of this month, over which I will be paying 20 cents per gigabyte. This opposes the entire idea of the open internet. This will impact commerce, as I'll be installing a network-level ad blocker and reducing my online media consumption in an effort to bring my data usage down.

There are no other ISPs in my area that provide above 10Mbps. This is not even classified as broadband, so Comcast has an effective monopoly on my area.

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[Ticket: # 1243054 - Comcast Data Caps](#)

**Date:** 10/7/2016 2:52:29 PM

**City/State/Zip:** Westminster, Colorado 80021

**Company Complaining About:** Comcast

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## **Description**

Comcast has started rolling out data caps in Colorado

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[Ticket: # 1243067 - Comcast Data caps](#)

**Date:** 10/7/2016 2:54:37 PM

**City/State/Zip:** Minneapolis, Minnesota 53642

**Company Complaining About:** Comcast

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## **Description**

Placing caps on data usage is a power hungry money grab by Comcast. The proof is in their tier structuring. They claim it's fair but this only punishes customers and puts more money into the companys pockets. Data caps should be illigal.

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**Ticket: # 1243071 - Comcast Data Caps Legal?**

**Date:** 10/7/2016 2:54:50 PM

**City/State/Zip:** Kent, Washington 98032

**Company Complaining About:** Comcast

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### **Description**

I've been using the same internet/same speed/same network for years but today comcast decided the same plan is worth 50\$ more, basically doubling my internet bill. This cannot be legal if they have a monopoly in my area.

Please can you help us? Millions of customers were affected by this shady pricing/data cap addition today.

<https://dataplan.xfinity.com/faq/>

This is not wireless, this is cable internet and this country's collective education will suffer from these arbitrary data limitations that are PURELY profit motivated.

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**Ticket: # 1243085 - Data Caps**

**Date:** 10/7/2016 2:56:08 PM

**City/State/Zip:** Redmond, Washington 98052

**Company Complaining About:** Comcast

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## **Description**

Data caps are anticompetitive to online streaming video services.

I'm concerned that Comcast will begin allowing data-free streaming from some services and not others (similar to how T-Mobile treats Spotify/YouTube/et al) which I believe violates the principles of net neutrality.



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**Ticket: # 1243089 - Comcast is rolling out Data Caps in areas where they hold effective monopolies.**

**Date:** 10/7/2016 2:56:24 PM

**City/State/Zip:** Aurora, Colorado 80013

**Company Complaining About:** Comcast

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## **Description**

Comcast is implementing a 1TB Data cap in areas where they hold an effective monopoly. The pricing structure has always been different depending on how much competition they have in your area. As a Systems Administrator for a large healthcare network, I use a significant amount of data, as I must work from home on some occasions. My current package from Comcast is 105Mbps down, 10Mbps up, plus TV, for around \$95/mo. The same package in cities with Gigabit or Municipal fiber networks costs almost half as much. However, I have almost no alternative options (Wireless is unacceptable as I must be able to connect in inclement weather, and CenturyLink, Comcast's only regional competitor, can't offer speeds greater than 12Mbps, or 10% of my current speed, in my area).

Comcast's internal "Data Usage Tool", which combines the aggregate data usage of your cable modem's upload and download for your billing cycle, has also been proven to be wrong when measured against independent data usage tools (See: <http://arstechnica.com/business/2015/12/comcast-admits-data-cap-meter-blunder-charges-wrong-customer-for-overflow/> , <https://redd.it/43bp0c> , <http://www.extremetech.com/internet/219638-customer-fcc-complaints-signal-huge-problems-with-comcasts-data-cap-meter> ). In fact, for the first 4 days of my billing cycle, my cable modem was disconnected, placed in a moving box, and powered off. Yet somehow, Comcast's system indicated I had used 20GB of data. Being a Systems Administrator, my home network contains enterprise-level data monitoring, indicating (at the time of this writing) 20,954MB (combined download/upload) used. Comcast's data meter indicates that I have used 53GB, and that number may not include the last 24 hours. That's a discrepancy of over double the amount I've used! There is no way to independently certify these meters are fair or accurate, and there are repeated reports that they are not. Yet, Comcast continues to bill customers based on these inaccurate meters.

On top of that, Comcast has claimed that these caps are needed to improve the network, claiming that the amount of data delivered is similar to gas or electricity used. This has been patently proven to be absolutely false. The cost of network infrastructure is directly related to the speed of that infrastructure. It costs more to implement 40Gbps fiber than it does to implement 1Gbps copper, but over both of those networks, the cost of moving data stays the same (i.e. minimal).

If Comcast's claims of network data utilization costing them money were true, then there would be no way to opt-out of the data caps, and they would be fair and neutral to all. However, Comcast's StreamPix streaming service does not count against your data cap. Also, customers can pay more money to get unlimited data. However, even the price of that is not consistent across markets (\$50 for me, \$30-35 in markets with competing networks).

Comcast's new data cap systems even violate their own terms of service, claiming that any change of service will be accompanied by "thirty (30) days prior notice of any significant change to this Agreement". However, this change is only accompanied by 24 days notice, in violation of their own agreement.

In short, Comcast's new data caps are a transparent attempt to gouge their customers for more money, and continue to oversubscribe their network in order to expand their customer count without spending capital to upgrade network infrastructure appropriately. As a long-standing Comcast customer, I am extremely unsatisfied that existing customers would not be "grandfathered" into an unlimited data plan. At a final billing amount of over \$1300/year, I already pay almost double what customers in competitive markets pay. However, due to Comcast's unfair business practices and oligopoly-like lack of competition in markets, I have no choice but to pay that amount if I wish to continue to be employed. This is absolutely unacceptable and should be stopped at the highest level.

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[Ticket: # 1243091 - Comcast data cap](#)

**Date:** 10/7/2016 2:56:35 PM

**City/State/Zip:** Bremerton, Washington 98310

**Company Complaining About:** Comcast

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## **Description**

Implementation of data caps is a transparent attempt to monopolize media viewing. The pricing structure included with the cap is outrageous, and only serves to steer people back towards their traditional cable service. This is anticompetitive, and injures digital content delivery services, precluding them from the market.

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**Ticket: # 1243092 - Comcast Data Caps Complaint**

**Date:** 10/7/2016 2:56:42 PM

**City/State/Zip:** Portland, Oregon 97209

**Company Complaining About:** Comcast

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**Description**

Data caps are anticompetitive to online streaming video services, such as Netflix, Hulu, Youtube and so on.

I'm afraid that Comcast will begin allowing data-free streaming from some services and not others which I believe violates the principles of net neutrality.

FCC, I urge you to please put an end to this practice. Comcast has already stated that data caps are the result of a business decision, not a technical limitation.

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**Ticket: # 1243094 - Data Caps**

**Date:** 10/7/2016 2:57:00 PM

**City/State/Zip:** Fort Collins, Colorado 80524

**Company Complaining About:** Comcast

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## **Description**

Data caps are anticompetitive to online streaming video services.

I'm afraid that Comcast will begin allowing data-free streaming from some services and not others (similar to how T-Mobile treats Spotify/YouTube/et al) which I believe violates the principles of net neutrality.

I also feel this is abuse of the local monopolies which ISPs hold across the country.

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**Ticket: # 1243109 - Comcast data cap will no longer allow me to use personal backups**

**Date:** 10/7/2016 2:58:51 PM

**City/State/Zip:** Berkeley, California 94702

**Company Complaining About:** Comcast

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## **Description**

Comcast has decided to implement a data cap on the internet service I use. The cap is 1TB. I use backup software to save my data in the cloud, backblaze. If I wanted to download my 6tb backup of all my hard drives after a loss event, this new cap would mean that it would cost me \$1000 in bandwidth alone to restore my personal backup.

I believe that adding a data cap to an existing plan that I signed a contract for (WITHOUT the data cap) is a violation of my rights as a consumer. Please encourage Comcast to drop the new data cap, as it will hurt many normal users.

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**Ticket: # 1243095 - Comcast data caps**

**Date:** 10/7/2016 2:57:02 PM

**City/State/Zip:** San Jose, California 95123

**Company Complaining About:** Comcast

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## **Description**

Data caps are anticompetitive to online video streaming, along with other services. Comcast, as a primary stakeholder in broadcast corporations, including NBC stands to unfairly gain by artificially limiting access to web based alternative services and forcing consumers to purchase it's own cable TV subscriptions. Comcast has consistently tried to force users to purchase it's other, now obsolete, products.

Further it is crucial that this is addressed, as Comcast is implying that the internet is a limited resource. Under that theory it is important that it is regulated much as any other limited resource is (other utilities such as water, electricity for example).

In the 21st century it is nearly impossible to remain competitive in the work force with out access to the internet at home, rendering this service more of a necessity than ever before.

With these data caps in place I would be prevented from freely working, communicating, or experiencing internet services.

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[Ticket: # 1243098 - Comcast data caps](#)

**Date:** 10/7/2016 2:57:31 PM

**City/State/Zip:** Minneapolis, Minnesota 55408

**Company Complaining About:** Comcast

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## **Description**

The data caps that Comcast wants to begin issuing are unacceptable, and their rationale behind it is unreasonable. If this happens what is going to stop them from making the data caps smaller and smaller. Since comcast essentially has a monopoly of the internet market in my area, how is a person supposed to protest a companies action when there is no other way to get the service that they provide? Especially when the service in question has basically become a necessity in almost everyone's day to day lives. I know many people are issuing complaints about this topic, and I implore you to look into this matter seriously.



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[Ticket: # 1243105 - Xfinity Comcast implementing data caps with no alternative](#)

**Date:** 10/7/2016 2:58:12 PM

**City/State/Zip:** Oakland, California 94610

**Company Complaining About:** Comcast

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## **Description**

Comcast has informed me that my same tier of internet service will now be subject to a data cap. While the cap might seem reasonable now, in the future as usage increases exponentially these caps are going to be hit easily, and this is just a money grab by a company that knows there is no actual competition to switch to.

I immediately have started searching for alternatives, but it seems like a monopoly in my area for any kind of decent service.

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**Ticket: # 1243111 - Comcast 1TB Data Cap**

**Date:** 10/7/2016 2:59:15 PM

**City/State/Zip:** Portland, Oregon 97214

**Company Complaining About:** Comcast

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## **Description**

Comcast is going to begin implementing a 1TB Data Cap in the state of Oregon, among several others. As an IT Professional, I call on the FCC to eliminate broadband data caps through appropriate regulation.

Comcast wants to make customers and the public think that they have a limited supply of data, when in reality I am paying for a constant online service. Broadband companies across the US are doing this in an anti-competitive nature to reduce or eliminate competition to their TV business. A 1TB cap will prevent the usage of high-data applications, especially upcoming 4K streaming.

I ask that the FCC consider blocking data caps as part of the definition of broadband.

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**Ticket: # 1243112 - Comcast Data Caps**

**Date:** 10/7/2016 2:59:48 PM

**City/State/Zip:** Washington, District Of Columbia 20002

**Company Complaining About:** Comcast

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## **Description**

I am not even a customer of Comcast but I see the rise of data caps as a scary trend that could soon effect us all. This is clearly an abuse of power as there are many people who can only use the internet through Comcast. What happened to monopolies being bad? Well this is clearly an example of why, Comcast knows they have a virtual monopoly so they can get away with things like this. I believe it's time for the FCC to stand up to this clear cut example of corporate greed. It's obvious comcast is doing this to combat the rise of other business such as Netflix. What can the consumer do when they are forced to use Comcast? Absolutely nothing. This is not a reasonable way to make more money, it's a way that comcast can squeeze even more money out of customers for services it already over charges for. I'm surprised comcast is allowed to get away with anything especially considering how they treat their customers. Please do something about this so we don't end up in a country where every ISP does things like this and makes it impossible to have an open internet.

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[Ticket: # 1243115 - Data caps](#)

**Date:** 10/7/2016 2:59:56 PM

**City/State/Zip:** Santa Rosa, California 95401

**Company Complaining About:** Comcast

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### **Description**

I'm filling a complaint due to Comcast's anti-consumer data caps. It's extortion. They are providing no additional service, yet are extorting money.

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**Ticket: # 1243144 - Comcast Xfinity Data Cap**

**Date:** 10/7/2016 3:03:03 PM

**City/State/Zip:** Springfield, Illinois 62711

**Company Complaining About:** Comcast

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**Description**

When I first received internet service from Comcast they sold me a 75Mbps/sec package with no data limits. Now, I have a 1TB data cap. This cap reduces the quality/quantity of service I can get through other streaming services as I have to watch my data usage. This benefits Comcast's TV programming services. Due to the limited availability of quality broadband options in my area I feel I don't have many options.

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[Ticket: # 1243159 - Comcast datacap](#)

**Date:** 10/7/2016 3:04:37 PM

**City/State/Zip:** Nashua, New Hampshire 03062

**Company Complaining About:** Comcast

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## **Description**

Data caps are anticompetitive to online streaming video services.

I'm afraid that Comcast will begin allowing data-free streaming from some services and not others (similar to how T-Mobile treats Spotify/YouTube/et al) which I believe violates the principles of net neutrality.

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**Ticket: # 1243169 - Comcast 1TB Internet Data Usage Caps**

**Date:** 10/7/2016 3:05:58 PM

**City/State/Zip:** Tukwila, Washington 98168

**Company Complaining About:** Comcast

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## **Description**

The Internet is not something that should be tiered, closed off, capped, or restricted from anyone anywhere on the planet. Comcast is implementing new nation-wide data caps on November 1st, and they are a violation of freedom of speech and personal liberty. The internet is a basic human right in the modern era, and no entity has the right to restrict it.

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[Ticket: # 1243176 - Data caps by Comcast](#)

**Date:** 10/7/2016 3:07:03 PM

**City/State/Zip:** Seattle, Washington 98106

**Company Complaining About:** Comcast

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## **Description**

Received my data cap notification by Comcast this morning. Data caps are anti-competitive to online streaming video services and unfair to consumers. I'm afraid that Comcast will begin allowing data-free streaming from some services and not others which violates the principles of net neutrality.



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**Ticket: # 1243177 - Comcast November 1st data caps**

**Date:** 10/7/2016 3:07:05 PM

**City/State/Zip:** Fremont, California 94555

**Company Complaining About:** Comcast

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## **Description**

The Comcast monopoly in my area has recently begun implementation of a new 1TB data cap to their existing service with \$50 overage fees that will start on November 1st of this year. This data cap and fee implementation is being used to further nickel-and-dime customers for their existing service without adding any additional benefit(s) to the customers.

Comcast is the only ISP provider of broadband service in my apartment complex so I have no choice but to use them. I have several neighboring communities that offer a fiber connection at a fraction of the price Comcast sells their cable service but I can't choose those services because of the monopoly Comcast has over my area.

Here is Comcast's site explaining their 1TB cap: <https://dataplan.xfinity.com/faq/>

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[Ticket: # 1243181 - Comcast data caps](#)

**Date:** 10/7/2016 3:07:31 PM

**City/State/Zip:** St Louis, Missouri 63110

**Company Complaining About:** Comcast

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## **Description**

Data caps are anticompetitive to online streaming video services.

I'm afraid that Comcast will begin allowing data-free streaming from some services and not others (similar to how T-Mobile treats Spotify/YouTube/et al) which I believe violates the principles of net neutrality.

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**Ticket: # 1243188 - Comcast 1TB Data Caps**

**Date:** 10/7/2016 3:08:01 PM

**City/State/Zip:** Lake Stevens, Washington 98258

**Company Complaining About:** Comcast

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## **Description**

Data caps are frustrating, anti-competitive, and stifle innovation. Comcast's implementation of a nationwide 1TB datacap is simply unacceptable. Data-caps hurt consumers and content producers alike. Digital purchase and consumption of media is hurt when consumers have to pay attention to data caps, and avoid purchases because they are avoiding overages. Additionally, network speeds are faster than ever and Comcast has not needed to implement these caps before. Interestingly, Comcast's share prices are higher than ever in 2016. This is a pure money-grab and it is the FCC's responsibility to protect consumers and businesses from being harmed by practices such as those employed by Comcast. Normally consumers have a choice to avoid products and services that they do not like. But due to monopolistic practices by ISPs such as Comcast they have created an anti-competitive market that prevents consumers from switching to comparable services that better meet their needs.

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**Ticket: # 1243198 - Comcast xfinity data cap**

**Date:** 10/7/2016 3:10:11 PM

**City/State/Zip:** Thornton, Colorado 80602

**Company Complaining About:** Comcast

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## **Description**

Comcast has been rolling out data caps in other states. My state is about to get the data cap. I find this data cap to be against the freedom of information. And anti competitive. I dropped them as my tv provider earlier in the year and saved 50 dollars a month doing it. I stream all my shows and so does the 4 other people that live with me. I don't torrent at all or download anything other than some online games for my Xbox. Before I switched to online tv I used a little under 300GB a month. Now with streaming I use just under what the limit would be. I use about 980GB a month. Anyone can see why they are doing this if they do 5 minutes of research. They are losing money because of cord cutters. I saved 50 a month dropping their tv. They want that back. They know I need data to watch tv. By the way they violate network neutrality by not counting their own online shows against the monthly allotment of data. So I am stuck paying them a fee to use TV even though I don't use them for tv. Internet should be free of any type of corruption or censorship. Stop this madness. They never had limits before online tv came around.

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[Ticket: # 1243215 - Comcast data caps](#)

**Date:** 10/7/2016 3:11:40 PM

**City/State/Zip:** Raynham, Massachusetts 02767

**Company Complaining About:** Comcast

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### **Description**

Comcast data caps are absolutely ridiculous. These corporate bullies need to stop. It is my only option for high speed internet. I work and stream TV using my connection.

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**Ticket: # 1243208 - Comcast Implementing Data Caps**

**Date:** 10/7/2016 3:11:04 PM

**City/State/Zip:** Everett, Washington 98208

**Company Complaining About:** Comcast

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### **Description**

I just received an email from my ISP stating that they will in implementing data caps in my area. When I decided on my plan, I chose a plan based on speed, with no restrictions on the amount of content I can consume. Without change on my part, I suddenly will have restrictions, and will be charged exorbitant fees should I cross them. I have no recourse to a different ISP, no way to opt out, the only way to not have restrictions is to pay even more money to Comcast.

They also claim that "Those who use more Internet data, pay more. And those who use less Internet data, pay less". So will my bill be 5% of the normal if I only use 5% of this cap? Obviously not. In reality, paying "less" actually means paying the same amount as I did before.

I am firmly against data caps. There exists no technological reason for them, it is simply money grabbing by Comcast, who continue to abuse their position as the largest ISP and only choice for a large percentage of Americans. The FCC should stand against data caps and protect consumers from limited choices and monopolistic companies abusing the position for increased profit.

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**Ticket: # 1243213 - 1TB Data Cap**

**Date:** 10/7/2016 3:11:21 PM

**City/State/Zip:** Castle Rock, Colorado 80109

**Company Complaining About:** Comcast

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## **Description**

Comcast is implementing a data cap of 1TB. This is unfair and I believe violates the guidelines set in Net Neutrality. There should not be data caps or throttling.

They add this datacap as 4K content is becoming more popular to stream on Netflix, Hulu, and Amazon.

My internet costs \$90 a month, why should I have to pay an additional \$50 for uncapped internet? That is not fair. That is a 55% increase in my monthly bill.

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[Ticket: # 1243214 - 1 TB internet Cap](#)

**Date:** 10/7/2016 3:11:39 PM

**City/State/Zip:** West Jordan, Utah 84088

**Company Complaining About:** Comcast

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## **Description**

Comcast just implemented a 1 TB data cap in our area. I feel like this is a breach of our rights of net neutrality, and Comcast should not be able to do this



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**Ticket: # 1243216 - Comcast Data Cap**

**Date:** 10/7/2016 3:11:54 PM

**City/State/Zip:** Shakopee, Minnesota 55379

**Company Complaining About:** Comcast

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## **Description**

Data caps are anticompetitive to online streaming video services.

I'm afraid that Comcast will begin allowing data-free streaming from some services and not others (similar to how T-Mobile treats Spotify/YouTube/et al) which I believe violates the principles of net neutrality.

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**Ticket: # 1243225 - Comcast Internet Data Caps**

**Date:** 10/7/2016 3:13:25 PM

**City/State/Zip:** Everett, Washington 98208

**Company Complaining About:** Comcast

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**Description**

I just received notice that my Internet service will be changed to impose a 1 TB data cap starting 11/1/16 on the "unlimited" service I pay for every month by contract. This change should be blocked, and Comcast should be prevented from capping broadband data use. More importantly, I should not be double-charged for both speed and data use on the same service.

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[Ticket: # 1243227 - Comcast Data Caps](#)

**Date:** 10/7/2016 3:13:37 PM

**City/State/Zip:** Memphis, Tennessee 38103

**Company Complaining About:** Comcast

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## **Description**

Data caps are anti-competitive to online streaming video services.

I'm afraid that Comcast will begin allowing data-free streaming from some services and not others (similar to how T-Mobile treats Spotify/YouTube/et al) which I believe violates the principles of net neutrality.

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**Ticket: # 1243229 - Data Caps from Comcast**

**Date:** 10/7/2016 3:13:47 PM

**City/State/Zip:** Houston, Texas 77091

**Company Complaining About:** Comcast

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## **Description**

Comcast has issued Data Caps in the Greater Houston area. In my neighborhood, Comcast is the only ISP that provides serviceable internet. While a 1TB data cap may sound like a lot, the actuality of this for a home internet is very limiting and frustrating. With the rapidly growing file sizes of HD content, I will most likely go over my monthly allowance with regular usage.

I also receive cable television from the same line and I am not limited to the amount of Television I can watch. There is an obvious disconnect between the logic that the Television that comes through the exact same wire doesn't count towards traffic and internet usage does. By prioritizing their content, in this case television vs internet, is a clear violation of net neutrality.

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[Ticket: # 1243239 - Comcast Data Caps](#)

**Date:** 10/7/2016 3:14:46 PM

**City/State/Zip:** Milpitas, California 95035

**Company Complaining About:** Comcast

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## **Description**

Data caps are anticompetitive to online streaming video services.

I'm afraid that Comcast will begin allowing data-free streaming from some services and not others (similar to how T-Mobile treats Spotify/YouTube/et al) which I believe violates the principles of net neutrality.

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[Ticket: # 1243241 - Internet data cap](#)

**Date:** 10/7/2016 3:14:51 PM

**City/State/Zip:** Hayward, California 94544

**Company Complaining About:** Comcast

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### **Description**

Comcast rolling out data caps, and charging more for the same service that i currently have

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**Ticket: # 1243246 - Comcast data Caps**

**Date:** 10/7/2016 3:16:05 PM

**City/State/Zip:** Grayslake, Illinois 60030

**Company Complaining About:** Comcast

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## **Description**

Comcast is trying to impose a 1 terrabyte data cap. This is basically extortion wrapped up as being "fair. I feel like they are asking for my pin number so they can withdrawl money from my account. They arn't providing a new service and their cost of providing the service have not increased. They are just trying to squeeze money from customers to please their shareholders.

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**Ticket: # 1243247 - Comcast Near-Monopoly**

**Date:** 10/7/2016 3:16:13 PM

**City/State/Zip:** Galveston, Texas 77553

**Company Complaining About:** Comcast

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## **Description**

As a customer of theirs for many years, I want to state that Comcast has continued to degrade its Internet service quality, customer service, and overall experience while continuously raising and/or adding fees. The newly announced 1TB data caps is just the icing on the cake. The fact that there are simply no other options for service in my area sucks. Believe me, if I could, I would switch providers even if it were to cost more. I thoroughly hate Comcast and its practices and I want to voice my complaint that I think the new data caps are outrageously unfair and totally contrary to the spirit of net neutrality.



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**Ticket: # 1243254 - Comcast's Data Caps are Anticompetitive and Unnecessary**

**Date:** 10/7/2016 3:17:22 PM

**City/State/Zip:** Austin, Texas 78751

**Company Complaining About:** Comcast

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## **Description**

Data caps needlessly punish customers who depend on an internet connection for their jobs. As a freelance video editor who often works at home, data caps will severely hinder my ability to do my job, as the large files I transfer to and from my clients over the internet will quickly put me over the 1TB data cap proposed in some areas of the US by Comcast. There is absolutely no reason why these need to be implemented - if there was, we would have had these data caps implemented from the very beginning.

Data caps are also inherently anticompetitive to online streaming video services. I'm afraid that Comcast will begin selectively allowing data-free streaming from some services and not others (similar to how T-Mobile treats Spotify/YouTube/et al), which I believe blatantly violates the principles of net neutrality. Even in the unlikely case that other US-based ISPs such as Charter or AT&T do not follow Comcast's lead in implementing data caps, I fear that the negative impact this will have on the legal online media distribution industry will be large and, again, completely unnecessary.

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

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**Ticket: # 1243256 - Comcast 1TB Internet Data Cap**

**Date:** 10/7/2016 3:17:36 PM

**City/State/Zip:** Vacaville, California 95687

**Company Complaining About:** Comcast

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## **Description**

The decision of Comcast Corporation to enact a 1 TB data cap limit on my paid service with the company is unethical. I now worry that they will begin to blatantly throttle my connection and I am a user who uses over 1 TB a month. This targeting and is unfair to me as a consumer as I was promised when I signed up for their service that my bandwidth was unlimited. I am also afraid that Comcast will begin to allow free streaming of their own products that will not count against the data cap which is an unfair practice. The 1TB data cap needs to be abolished.

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**Ticket: # 1243265 - Comcast Data Cap**

**Date:** 10/7/2016 3:18:28 PM

**City/State/Zip:** Houston, Texas 77032

**Company Complaining About:** Comcast

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### **Description**

I live in houston, tx and starting november 1, comcast will enforce a 1tb data cap. Right now i ccurrently use around 500gb, but i dont want to worrie about going pass the data cap and people will start streaming 4k and that uses a lot of data. I dd not want to worry about going pass my data cap and this is wrong for the consumers.

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[Ticket: # 1243266 - Comcast data caps](#)

**Date:** 10/7/2016 3:18:30 PM

**City/State/Zip:** Seattle, Washington 98102

**Company Complaining About:** Comcast

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## **Description**

Data caps are anticompetitive to online streaming video services.

I'm fear that Comcast will begin allowing data-free streaming from some services and not others (similar to how T-Mobile treats Spotify/YouTube/et al) which I believe violates the principles of net neutrality.

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**Ticket: # 1243267 - Data Limits for Comcast****Date:** 10/7/2016 3:18:39 PM**City/State/Zip:** Rochester Hills, Michigan 48307**Company Complaining About:** Comcast

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**Description**

Hello. I pay Comcast for the fastest internet available to me. Aside from Comcast, there are virtually no other options for me, as a consumer. I had selected and paid for internet service on an instantaneous ("Mbps") throughput basis. Today, I received an email that my current internet service would now be subject to a monthly usage cap, and overages >would be billed to me. Though Comcast may lay claim to the existence of a previous monthly cap on paper, I have never been subject to billing for any total monthly usage prior to this notice, regardless of use. This is effectively a detrimental change to me and my family, for which I have no recourse.

I am already "capped" by the "Mbps" package I have intentionally selected. I pay a premium for very fast internet, which now effectively enables me to reach my monthly cap that much faster. The monthly cap now effectively penalizes me (and any others like me) for my use of the internet during off-peak hours, which offers no burden to Comcast. "Bytes" >are not a precious, limited natural resource; those used at 2am will have virtually no impact on the "fair" use of the internet by anyone else. In fact, subjecting my internet usage to an additional cap on a monthly basis has been clearly demonstrated to be nakedly anti-consumer in an industry without sufficient competition:

<http://arstechnica.com/business/2015/08/comcast-vp-300gb-data-cap-is-business-policy-not-technical-necessity/>

Additionally noteworthy, the bandwidth meter to which I will now be monetarily subject is apparently operated without oversight or regulation:

<http://arstechnica.com/information-technology/2016/09/tales-from-comcasts-data-cap-nation-can-the-meter-be-trusted/>

How much I currently use is irrelevant. I had no say in this data cap, nor will I have any say in whether or not it is changed in the future to further improve Comcast's profits in the guise of fairness.

I fully expect my family's internet usage to explode in the coming year(s). I have effectively one option for high-speed internet at my location. The free market has failed me. I have one choice; it must be heavily regulated.

I implore you to take action to regulate these businesses, including but not limited to double-dipping through the imposition of monthly data caps. I have already submitted a similar complaint to the FCC.

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**Ticket: # 1243290 - Comcast Data Caps**

**Date:** 10/7/2016 3:20:40 PM

**City/State/Zip:** Fort Collins, Colorado 80521

**Company Complaining About:** Comcast

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## **Description**

I am appalled at Comcast for using data caps. I live in an area where comcast is the only option for internet is comcast. I understand a terabyte is a lot of data and this just adds to the difficulties and animosity I feel towards comcast. I believe comcast has made great strides towards improving their public opinion but there is no excuse for data caps. I am confident comcast will realize their mistake and make things right.

regards,



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**Ticket: # 1243321 - Comcast Data Caps**

**Date:** 10/7/2016 3:23:36 PM

**City/State/Zip:** Draper, Utah 83020

**Company Complaining About:** Comcast

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## **Description**

Comcast is launching data caps with less than a month notice. They say it's based on "fairness" but if that was the case they'd drop the price of the customers who use less than 1TB per month.

The data cap is also set without respect to connection speed. For someone on their 2gbps plan they could use up their entire 1TB data cap in a little over an hour.

Overage fees are \$10 for each 50GB bucket above the 1TB or unlimited for \$50. There's no way to justify a price of \$10 for 50GB when you can get 1TB included with your connection (which for their cheapest connection means that the 1TB costs \$2.44 per 50GB block if you ignore the cost of providing the connection itself). By comparison, AWS charges \$1.5 for 50GB.

Surrounded in their argument that this is about more "fairness" they hang the threat of charging you up to \$200 extra a month to scare people into paying the \$50 extra for unlimited because nobody can reasonably predict their data usage in advance. Charging \$50 as a safety net against an even bigger charge even though people might not even go over the 1TB cap is unfair.

If someone is just streaming video from one of Comcast's partners with an edge server hooked directly into Comcast's network then Comcast just gets to pocket the money their customer paid to cover the cost of sending out the data over backbone providers for themselves (which charging their partner for the edge server). They get money from both ends.

The only fair way for Comcast to charge for high data users is to just charge based on actual data use. Not bucketized. Just a cost per bit sent or received. Google's Project Fi figured out a successful way to do this with pre-paid plans. Comcast should follow suit.

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[Ticket: # 1243347 - Comcast data caps](#)

**Date:** 10/7/2016 3:27:36 PM

**City/State/Zip:** Windsor, Colorado 80550

**Company Complaining About:** Comcast

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## **Description**

Comcast has implemented data caps. We have no other comparable services to turn to due to the monopoly Comcast has on my area (Northern Colorado). Please help!



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**Ticket: # 1243330 - ISP Data Caps**

**Date:** 10/7/2016 3:24:57 PM

**City/State/Zip:** Pittsburgh, Pennsylvania 15212

**Company Complaining About:** Comcast

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## **Description**

There is absolutely no reason to have data caps by internet service providers. With the growing amount of information available today and the growing streaming content providers ( Netflix,hulu and other Tv services) the use of data caps limits our quality of life.

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**Ticket: # 1243331 - Comcast Data Caps**

**Date:** 10/7/2016 3:25:06 PM

**City/State/Zip:** Beaverton, Oregon 97005

**Company Complaining About:** Comcast

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**Description**

Comcast is about to start enforcing data caps in my area. They exclude their own services from counting towards the data cap. That is clear abuse of monopoly.

If I promise to abide by their arbitrary "acceptable use" I can get an unlimited plan for twice the price as standard. The internet is founded upon an egalitarian ideal, and compromising it's function by with arbitrary gatekeeping infringes on my freedom of speech, and right to bear arms.

Their excuse that "only 1% of customers will be impacted" is ridiculous. Those 1% are content makers, professionals, and job creators. Hamstringing these startups with unnecessary and arbitrary caps will have a measurable negative impact on the economy.

If data caps are enforced, fewer people will buy HD TV's, and fewer people will subscribe to services which impact their data cap. Why subscribe to Netflix if I can only use it half the month due to the cap? Why is it legal for Comcast to exclude it's own services?

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[Ticket: # 1243332 - Comcast data caps](#)

**Date:** 10/7/2016 3:25:12 PM

**City/State/Zip:** Sunset, Utah 84015

**Company Complaining About:** Comcast

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## **Description**

Comcast will be doing data caps in utah starting in November, i am filing a complaint about this. It is my belief Comcast is using this to punish cord cutters who refuse to pay the absurd price for cable TV.

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[Ticket: # 1243340 - Data caps are unfair](#)

**Date:** 10/7/2016 3:26:47 PM

**City/State/Zip:** Colorado Springs, Colorado 80905

**Company Complaining About:** Comcast

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## **Description**

Comcast is adding data caps to residential internet plans. There is no reason for this aside from setting the precedent, so they can later increase limits and charge more for the same service.

Please help.

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**Ticket: # 1243357 - Comcast Data Caps**

**Date:** 10/7/2016 3:28:40 PM

**City/State/Zip:** Livermore, California 94550

**Company Complaining About:** Comcast

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## **Description**

I just received notice that comcast will be capping my data at 1TB, this is a really shady business practice considering they are the only provider in my area. Data plans are not about fairness, it is not about congestion, it is a way for Comcast to pad their profits.

Let's talk about fairness; Comcast claims they are charging data like how any other utility charges for water, electricity, and gas. However, once the infrastructures are put in place, sending and receiving data costs almost nothing to them. They are already charging enough to post record profits last year. Now, let's talk about congestion, data caps have nothing to do with network congestion, as was evident when Comcast accidentally leaked an internal memo confirming so.

Increase in profits is the only reason left, and while a business has every right to make as much money as they can, Comcast, being a monopoly in many areas, should be held to a different standard. There is no competition, nowhere to turn. With the increase in high data-utilization applications such as 4K streaming and more Internet connected devices in our homes, this data cap is just an unfair way to get in on the money without actually innovating.

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[Ticket: # 1243362 - Data Cap](#)

**Date:** 10/7/2016 3:29:03 PM

**City/State/Zip:** Grand Rapids, Michigan 49503

**Company Complaining About:** Comcast

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## **Description**

Comcast has recently set a data cap limit for their internet services. It will be the precedent to allow throttling bandwidth and/or allow them to distribute service via data limits and speed limits. This will detrimentally hurt the industry and directly work against consumer needs

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**Ticket: # 1245777 - Internet Data Caps by Comcast**

**Date:** 10/7/2016 8:51:50 PM

**City/State/Zip:** Colorado Springs, Colorado 80920

**Company Complaining About:** Comcast

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## **Description**

Hello,

With the recent Comcast rollout of nationwide 1TB data caps I feel it is crucial that I submit my complaint. Data caps are a problem and without swift action will be a much larger issue in the near future limiting not only innovative uses of the Internet but the entire global flow of information.

Data caps are not only an inconvenience to those customers but are simply against net-neutrality at its core. This is nothing more than a money grab and attempt to get people to stick with the dying cable TV model. It even excludes Comcast related data from that cap!!

It unnecessarily impedes emerging video technologies such as 4k streaming while simultaneously punishing those that dare to download large games or files. It's not even rooted in network congestion: <https://www.techdirt.com/articles/20130118/17425221736/cable-industry-finally-admits-that-data-caps-have-nothing-to-do-with-congestion.shtml>

For example: streaming 4k content according to Netflix uses roughly 4.7GB per hour. Doing that math that's ~7 hours PER DAY before hitting said 1TB cap. Multiply that by 2 or 3 other members of a household and you can watch at most a few hours per day. This is assuming you do absolutely NOTHING else with that Internet connection.

The further encroachment of data caps sets a dangerous precedent that unchecked will stifle innovation and let ISPs control the flow of information into households. This is something that needs to be curbed quickly to prevent ISPs restricting the flow of information simply to benefit themselves.

I urge you to please consider restrictions or outright banning of data caps on hardline Internet connections such as cable and DSL. I further ask that you investigate data caps on cell data to determine if there is actually any legit reason they exist. T-Mobile is a great example. They allow very specific traffic to NOT count towards a data cap. This is also against net-neutrality.

Full disclosure: I'm not a Comcast customer, I am with Time Warner (now Spectrum). I do not have a data cap but average right around 2TB per month with what I consider normal usage, at least for the next generation. Data usage is only going to increase and at a rapid pace as new technologies emerge.

I'll say it a second time, please consider a ban on data caps. This is nothing but the stifling of innovation, holding onto an archaic business model, and lining of pockets of ISP executives. What we ACTUALLY need is more innovation, more competition, and a stronger Internet presence as a country.

Signed,





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[Ticket: # 1243370 - data caps](#)

**Date:** 10/7/2016 3:30:17 PM

**City/State/Zip:** Mount Vernon, Washington 98273

**Company Complaining About:** Comcast

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## **Description**

Data caps are anticompetitive to online streaming video services.

I'm afraid that Comcast will begin allowing data-free streaming from some services and not others (similar to how T-Mobile treats Spotify/YouTube/et al) which I believe violates the principles of net neutrality.

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[Ticket: # 1243429 - Internet Data Caps](#)

**Date:** 10/7/2016 3:36:38 PM

**City/State/Zip:** Seattle, Washington 98105

**Company Complaining About:** Comcast

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### **Description**

I am very concerned that Comcast Xfinity has planned data caps on plans in WA as of Nov 1, 2016.

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**Ticket: # 1245779 - Data caps are not right**

**Date:** 10/7/2016 8:52:06 PM

**City/State/Zip:** Beverly, Massachusetts 01915

**Company Complaining About:** Comcast

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## **Description**

With the recent Comcast rollout of nationwide 1TB data caps I feel it is crucial that I submit my complaint. Data caps are a problem and without swift action will be a much larger issue in the near future limiting not only innovative uses of the Internet but the entire global flow of information.

Data caps are not only an inconvenience to those customers but are simply against net-neutrality at its core. This is nothing more than a money grab and attempt to get people to stick with the dying cable TV model. It even excludes Comcast related data from that cap!!

It unnecessarily impedes emerging video technologies such as 4k streaming while simultaneously punishing those that dare to download large games or files. It's not even rooted in network congestion: <https://www.techdirt.com/articles/20130118/17425221736/cable-industry-finally-admits-that-data-caps-have-nothing-to-do-with-congestion.shtml>

The further encroachment of data caps sets a dangerous precedent that unchecked will stifle innovation and let ISPs control the flow of information into households. This is something that needs to be curbed quickly to prevent ISPs restricting the flow of information simply to benefit themselves.

I urge you to please consider restrictions or outright banning of data caps on hardline Internet connections such as cable and DSL. I further ask that you investigate data caps on cell data to determine if there is actually any legit reason they exist. T-Mobile is a great example. They allow very specific traffic to NOT count towards a data cap. This is also against net-neutrality.

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[Ticket: # 1243380 - Comcast Data Caps](#)

**Date:** 10/7/2016 3:31:05 PM

**City/State/Zip:** Fort Collins, Colorado 80526

**Company Complaining About:** Comcast

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## **Description**

Comcast is starting data caps in November, 2016 for Fort Collins, CO. It is unethical and against net neutrality to enforce data caps for home Internet. The Internet is a utility. As such, as long as you're paying your bills on time there shouldn't be a cap. What if you're really electricity randomly went off because you hit your "electricity cap"?

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**Ticket: # 1243381 - Comcasts "Data" Plan**

**Date:** 10/7/2016 3:31:05 PM

**City/State/Zip:** Seattle, Washington 98112

**Company Complaining About:** Comcast

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**Description**

Comcast is the only available option in my area, so I'm stuck using them. I know they started limiting and charging based on internet speeds, but now they are going to start capping my "data" usage? And if I go over the cap, I have to pay even more?

So, in a way, I understand why you would charge someone for higher speeds. Bandwidth is limited at any given time. However, what good does a cap on data usage do for technical infrastructure? How is up-charging based on usage justified? The total bytes I download are not going to take away from anyone else's total bytes, right?

This type of practice is outright anti-consumer, especially without any decent competition in my area: <http://arstechnica.com/business/2015/08/comcast-vp-300gb-data-cap-is-business-policy-not-technical-necessity/>

Additionally noteworthy, the bandwidth meter to which I will now be monetarily subject is apparently operated without oversight or regulation:

<http://arstechnica.com/information-technology/2016/09/tales-from-comcasts-data-cap-nation-can-the-meter-be-trusted/>

How much I currently use is irrelevant. I had no say in this data cap, nor will I have any say in whether or not it is changed in the future to further improve Comcast's profits in the guise of fairness.

I implore you to take action to regulate these businesses, including but not limited to double-dipping through the imposition of monthly data caps.

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[Ticket: # 1243382 - Comcast Data Cap](#)

**Date:** 10/7/2016 3:31:09 PM

**City/State/Zip:** Saint Louis, Missouri 63118

**Company Complaining About:** Comcast

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## **Description**

Data caps are anticompetitive to online streaming video services.

I'm afraid that Comcast will begin allowing data-free streaming from some services and not others (similar to how T-Mobile treats Spotify/YouTube/et al) which I believe violates the principles of net neutrality.

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[Ticket: # 1243403 - Comcast Data cap](#)

**Date:** 10/7/2016 3:33:49 PM

**City/State/Zip:** Redmond, Washington 98052

**Company Complaining About:** Comcast

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## **Description**

Comcast are imposing a 1TB data cap in Washington starting November 1st. As internet is a basic human right and necessary utility, data caps should be completely illegal. Please come down on them like Furiosa.

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**Ticket: # 1243385 - Comcast Data Cap****Date:** 10/7/2016 3:31:39 PM**City/State/Zip:** Fruitland, Maryland 21826**Company Complaining About:** Comcast

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**Description**

Data caps needlessly punish customers who depend on an internet connection for their jobs. As a Network/IT Security Engineer who often works at home, data caps will severely hinder my ability to do my job, as the large files I transfer over vpn will quickly put me over the 1TB data cap proposed in some areas of the US by Comcast. There is absolutely no reason why these need to be implemented - if there was, we would have had these data caps implemented from the very beginning.

Data caps are also inherently anticompetitive to online streaming video services. I'm afraid that Comcast will begin selectively allowing data-free streaming from some services and not others (similar to how T-Mobile treats Spotify/YouTube/et al), which I believe blatantly violates the principles of net neutrality. Even in the unlikely case that other US-based ISPs such as Charter or AT&T do not follow Comcast's lead in implementing data caps, I fear that the negative impact this will have on the legal online media distribution industry will be large and, again, completely unnecessary.

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



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[Ticket: # 1243389 - Comcast Data Cap](#)

**Date:** 10/7/2016 3:32:08 PM

**City/State/Zip:** Golden Valley, Minnesota 55427

**Company Complaining About:** Comcast

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## **Description**

This comcast data cap that is being implemented in my area should be illegal.

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**Ticket: # 1243390 - Comcast Data Caps**

**Date:** 10/7/2016 3:32:10 PM

**City/State/Zip:** Seattle, Washington 98199

**Company Complaining About:** Comcast

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## **Description**

I'm afraid that Comcast will begin selectively allowing data-free streaming from some services and not others (similar to how T-Mobile treats Spotify/YouTube/et al), which I believe blatantly violates the principles of net neutrality. Even in the unlikely case that other US-based ISPs such as Charter or AT&T do not follow Comcast's lead in implementing data caps, I fear that the negative impact this will have on the legal online media distribution industry will be large and, again, completely unnecessary. Given Comcast's record of lack of infrastructure investment, improvement, or expansion, I do not trust that the money Comcast will be taking in from their new data cap program will benefit their customers in any real way.

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**Ticket: # 1243396 - Comcast Data Caps**

**Date:** 10/7/2016 3:32:28 PM

**City/State/Zip:** Bellingham, Washington 98229

**Company Complaining About:** Comcast

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## **Description**

Data caps are anti-competitive to online streaming video services.

I'm afraid that Comcast will begin allowing data-free streaming from some services and not others (similar to how T-Mobile treats Spotify/YouTube/et al) which I believe violates the principles of net neutrality.

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**Ticket: # 1243417 - Comcast Data Cap**

**Date:** 10/7/2016 3:35:31 PM

**City/State/Zip:** San Jose, California 95124

**Company Complaining About:** Comcast

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## **Description**

Comcast has notified me that I am now under a cap for the amount of data I can consume each month. This sort of business practice is a giant leap backwards in a world relying more and more on network access. All ISPs in my area are now adopting data caps so there is no alternative or competitor to go to. As video streaming services grow and 4K content becomes the norm, the data caps that Comcast and other ISPs are forcing on their customers will quickly be consumed and customers will be forced to pay overage fees. Internet access is not a finite resource, there is not a reservoir of internet somewhere we draw from each time we log on that will be depleted. Since there is not a shortage of the resource delivered there is no reason to set arbitrary caps that limit how much we receive.

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[Ticket: # 1243418 - Data caps](#)

**Date:** 10/7/2016 3:35:32 PM

**City/State/Zip:** Montgomery Village, Maryland 20886

**Company Complaining About:** Comcast

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## **Description**

I oppose data caps. Had cable television limited the amount of time you could watch programming, there would be more outrage. Comcast imposing 1 TB data caps nationwide stifles the inevitable path the internet is taking in becoming consumers' primary source of news and entertainment.

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[Ticket: # 1243421 - 1TB Comcast data cap](#)

**Date:** 10/7/2016 3:35:43 PM

**City/State/Zip:** Santa Rosa, California 95404

**Company Complaining About:** Comcast

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## **Description**

Comcast is enacting 1TB data caps on their service.

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[Ticket: # 1243422 - Comcast is imposing data caps on my internet service!](#)

**Date:** 10/7/2016 3:35:49 PM

**City/State/Zip:** Edina, Minnesota 55439

**Company Complaining About:** Comcast

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## **Description**

Comcast is imposing data caps on my internet service at 1TB.

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out it's online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

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[Ticket: # 1243426 - Comcast Data Caps and living with roommates](#)

**Date:** 10/7/2016 3:36:18 PM

**City/State/Zip:** Portland, Oregon 97213

**Company Complaining About:** Comcast

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## **Description**

Comcast is issuing data caps on our account within the next month. I live in a home with 3 other roommates, all active users. Comcast's premise of implementing data caps on home internet is a manipulative plot for money. The additional \$10 per 50gb over your 1tb limit preys on multi-user households with a heavily inflated price tag. It costs \$60 for a terabyte of data, and if users go over that limit by 1/20th of a terabyte, they charge \$10 per 1/20th of a terabyte. Please help.



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**Ticket: # 1243428 - Internet Data Caps**

**Date:** 10/7/2016 3:36:32 PM

**City/State/Zip:** Fredericksburg, Virginia 22407

**Company Complaining About:** Comcast

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## **Description**

Data caps for internet access is absurd. In a day where prices are high enough already for simple internet access, and our entertainment and media is heavily streamed, data caps should be non-existent. Comcast is rolling out a 1TB data cap on home internet in November. This is unacceptable.

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[Ticket: # 1243430 - Comcast data caps](#)

**Date:** 10/7/2016 3:36:54 PM

**City/State/Zip:** Houston, Texas 77037

**Company Complaining About:** Comcast

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## **Description**

Comcast is going to start rolling out data caps nation wide and I find it ridiculous that they are able to do this. In this growing age of information transfer a 1TB data cap is nothing and that number will continue to become worthless as time goes on. Comcast will continue to hurt their customers if they are allowed to do stuff like this.

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**Ticket: # 1243434 - Comcast's new 1 Terabyte**

**Date:** 10/7/2016 3:37:21 PM

**City/State/Zip:** Lodi, California 95240

**Company Complaining About:** Comcast

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## **Description**

I am writing to complain about the recent email I received from Comcast regarding the data cap they plan on implementing on November 1st 2016. It is unfair to charge an additional \$200 for exceeding this cap when we are already charged for our upload / download speed. They already have high rates for something that is a necessity of life especially in our current age of technology. I hope this is an issue that the FCC can help deal with. Thank you.

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**Ticket: # 1243447 - Comcast (xfinity) internet data caps**

**Date:** 10/7/2016 3:38:26 PM

**City/State/Zip:** Reedley, California 93654

**Company Complaining About:** Comcast

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## **Description**

I am a resident currently affected and very unhappy about Comcast's new data cap plan they forced upon my home and my community. Data plan is not about fairness, it is not about congestion, it is a way for Comcast to pad their profits.

Let's talk about fairness; Comcast claims they are charging data like how any other utility charges for water, electricity, and gas. However, once the infrastructures are put in place, sending and receiving data costs almost nothing to them. They are already charging enough to post record profits last year. Now, let's talk about congestion, data caps have nothing to do with network congestion, as was evident when Comcast accidentally leaked an internal memo confirming so.

Increase in profits is the only reason left, and while a business has every right to make as much money as they can, Comcast, being a monopoly in many areas, should be held to a different standard. There is no competition, nowhere to turn. With the increase in high data-utilization applications such as 4K streaming and more Internet connected devices in our homes, this data cap is just an unfair way to get in on the money without actually innovating.

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**Ticket: # 1243455 - Comcast Data Caps should be UNLAWFUL**

**Date:** 10/7/2016 3:38:55 PM

**City/State/Zip:** Eastpointe, Michigan 48021

**Company Complaining About:** Comcast

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### **Description**

As stated in the title. Introducing data caps & additional charges for "unlimited data" to Comcast subscribers will ONLY feed the pockets of their CEOs. As an entity of the United States government, the FCC should step up to these big wigs once and for all. The internet is for everyone.

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[Ticket: # 1243471 - Comcast is implementing 1 TB data cap to my connection with less than 1 month of notice](#)

**Date:** 10/7/2016 3:40:19 PM

**City/State/Zip:** Kirkland, Washington 98033

**Company Complaining About:** Comcast

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## **Description**

Data caps are bad for net neutrality. With increasing bandwidth speeds, and now with 4K video content, we will have issues in close future as our monthly download rates grow each year.

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[Ticket: # 1243474 - Comcast 1TB Data Cap - Salt Lake City](#)

**Date:** 10/7/2016 3:40:38 PM

**City/State/Zip:** Salt Lake City, Utah 84101

**Company Complaining About:** Comcast

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## **Description**

Comcast is now rolling out a terabyte data-cap in the Salt Lake Valley area. The internet service agreement I signed with them did not include a data cap at the time of signing, and I, as a customer, was not told about it at the time of signing.

If I wish to cancel the service because of this change, I would be charged a fee. Comcast incurs no extra cost from the amount of data I do or do not use, and this is simply a way to force consumers to spend more money.

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[Ticket: # 1243475 - Data Cap](#)

**Date:** 10/7/2016 3:40:45 PM

**City/State/Zip:** Dublin, California 94568

**Company Complaining About:** Comcast

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### **Description**

Comcast is imposing a data cap for me starting in November. This is not in the contract that I signed but I also feel like the internet should not be capped in any way.



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[Ticket: # 1243484 - Comcast Data Caps](#)

**Date:** 10/7/2016 3:42:00 PM

**City/State/Zip:** Chicago, Illinois 60607

**Company Complaining About:** Comcast

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## **Description**

Data caps are anticompetitive to online streaming video services.

I'm afraid that Comcast will begin allowing data-free streaming from some services and not others (similar to how T-Mobile treats Spotify/YouTube/et al) which I believe violates the principles of net neutrality.

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[Ticket: # 1243503 - Data caps](#)

**Date:** 10/7/2016 3:44:37 PM

**City/State/Zip:** Pearland, Texas 77089

**Company Complaining About:** Comcast

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## **Description**

Illegal use of data caps on a utility that was paid for by taxes. Why is comcast protected from the antitrust act? How can Internet be a utility and privately owned? Why would there only be 1 or 2 options at most for something so important?

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[Ticket: # 1243508 - Comcast data restrictions](#)

**Date:** 10/7/2016 3:45:46 PM

**City/State/Zip:** Ypsilanti, Michigan 48198

**Company Complaining About:** Comcast

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**Description**

Comcast should not be rolling out data caps on my internet usage.

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[Ticket: # 1243510 - Data caps](#)

**Date:** 10/7/2016 3:45:54 PM

**City/State/Zip:** Aurora, Maine 80012

**Company Complaining About:** Comcast

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## **Description**

Data caps such as the one Comcast is implementing are absolutely greedy, un-American, and simply disgusting.

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**Ticket: # 1243511 - Internet Data Camps**

**Date:** 10/7/2016 3:45:59 PM

**City/State/Zip:** Albuquerque, New Mexico 87121

**Company Complaining About:** Comcast

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## **Description**

I, like most people around, feel the data Vamos for internet connection that I AM paying for is unacceptable. I just feels wrong with this evergrowing world. Also, 1TB for a data cap, which is what I have will run out rather quickly when you consider we do not own cable and there are 5 people living in a house streaming everything they each watch at 1080 sometimes even 4k. And watching with it in standard definition is not the answer either. Why would anyone waste thousands of dollars on television, phones, laptops , tablets, computer, that display 1080p resolution or sometimes even more and just end up streaming at 480p, if not less just to not meet our data caps? It certainly is ridiculous.

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**Ticket: # 1243518 - Comcast Data Caps****Date:** 10/7/2016 3:47:04 PM**City/State/Zip:** Seattle, Washington 98107**Company Complaining About:** Comcast

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**Description**

Comcast has said that they are implementing their 1TB/month data caps in my area starting 2016-11-01. While this might currently be plenty of data for some people it certainly won't be in the near future as streaming 4k video continues to grow.

The numbers their faq (<https://dataplan.xfinity.com/faq/>) lists for streaming video are not even close to the numbers that netflix (<https://help.netflix.com/en/node/87>) and youtube (<http://www.tomshardware.com/answers/id-2339835/data-youtube.html>) actually consume.

Furthermore, the data usage numbers that comcast lists on my account and the data usage numbers provided by my route vary by more than 50GB most months. For July Comcast overestimated my usage by 60GB, and for October so far they are underestimating my usage by 45GB. Both of these things could cause huge issues with their ability to determine (and adequately warn) "heavy" users.

Comcast claims that these data caps are needed to counteract the "unexpected heavy use" of their backend, but it has been almost a decade since the FCC granted enormous subsidies, grants, and loans to broadband providers on the condition that they use it to improve their infrastructure. So far, it doesn't seem like any of their infrastructure has improved in the last eight years. I don't think consumers should have to foot the bill (that we already paid via taxes) for "infrastructure improvements" that Comcast (and other ISPs) has proven it is unwilling to actually make. Limiting the amount of data that people are allowed to use also does nothing to limit congestion on their network. The correct way to to limit congestion is to stop severely oversubscribing the network. I have no idea firsthand how oversubscribed it is, but I have heard from industry professionals that broadband internet is frequently oversold at ratios upwards of 50:1. With oversubscription numbers that high, if only 2% of customers want to fully utilize the bandwidth that they paid for it would fully saturate the network.

The Communications Act of 1934 created the FCC "for the purpose of regulating interstate and foreign commerce in communication by wire and radio so as to make available, so far as possible, to all the people of the United States a rapid, efficient, nationwide, and worldwide wire and radio communication service with adequate facilities at reasonable charges". The FCC already took steps last year to reclassify internet service providers as common carriers, now it is important that they continue to make rapid, efficient, nationwide and worldwide internet communication services available to all people at reasonable charges.

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**Ticket: # 1243584 - Data Cap**

**Date:** 10/7/2016 3:56:20 PM

**City/State/Zip:** Ann Arbor, Michigan 48104

**Company Complaining About:** Comcast

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## **Description**

Comcast is instituting data caps nationwide, rolling them out to markets like mine in Michigan. Although 1 TB is an insanely large amount of data, if it is allowed now, there is no guarantee that it will always stay so high, and with the rapidly increasing pace of technology, what seems like an enormous amount of data now may seem to be a pittance in the future. Twenty years ago, 16 GB hard drives were considered high technology, more space than anyone would ever need. Today, 16GBs is considered an intolerably small size, you can buy a 16 GB flash drive for about \$4, and it's considered on the small side. Some estimates say that the average American consumes over twice that amount a day in data. When this inevitably happens to 1 TB - which given the increasing pace of technological advancement could be sooner than we think - Comcast will have no incentive to raise the cap because it is a monopoly in most areas. In fact, it has every incentive to lower the cap once it is in place in order to extract more revenue from its mostly-captive customer base. This would restrict, or greatly burden, the internet access of millions of poorer Americans in the process. The UN has declared internet access essential to the protection of many other human rights, and the United States, as the leader of the free world, should never allow a state of affairs to develop on its soil which would so restrict freedoms, especially the freedom of expression.

This move by Comcast shows nothing more than bare, rent-seeking, and base monopoly power; the very thing the Sherman Anti-Trust Act was passed over a century ago to forestall. If Comcast is allowed to do this now, other ISPs with equally-captive customer bases, such as Verizon and Time Warner, may follow suit. If the prevailing paradigm of ISPs as natural monopolies is the only way an internet infrastructure can be constructed, it is long past time that the FCC come out in favor of regulating internet providers like Comcast as full public utilities complete with price control; not only to reign in these egregious abuses, but to promote, and require, innovation in a crucial infrastructure. Although the move by the FCC to start regulating ISPs as common carriers was a good first step, it is worthless if not used. The FCC needs to reign in abuses like these and truly hold Comcast and its ilk accountable for anti-innovation, price-gouging behavior like this.

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[Ticket: # 1243529 - Comcast Data Caps](#)

**Date:** 10/7/2016 3:48:37 PM

**City/State/Zip:** Fort Collins, Colorado 80526

**Company Complaining About:** Comcast

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## **Description**

Comcast's new data caps are an affront to maintaining net neutrality. Their monopoly over Fort Collins has put them in a position to raise prices to exorbitant amounts and to push out competition by companies like Hulu and Netflix through their data caps which don't account for use of their own video services. They are stifling this city.



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**Ticket: # 1243540 - Comcast's Data Caps**

**Date:** 10/7/2016 3:50:36 PM

**City/State/Zip:** Houston, Texas 77098

**Company Complaining About:** Comcast

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## **Description**

Comcast has recently informed me that they will be implementing a data cap beginning next month. I'm worried that they will soon not count their own streaming service towards the cap, which will violate Net Neutrality.

We use Netflix, Amazon Prime Video, and Youtube, among other video streaming services, and play plenty of online games, and the news about a data cap discourages us from watching and playing as much as we would prefer.

I also frequently work from home, and the limited amount of data will hinder me from doing my job.

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[Ticket: # 1243716 - Data Caps](#)

**Date:** 10/7/2016 4:13:54 PM

**City/State/Zip:** Chicago, Illinois 60641

**Company Complaining About:** Comcast

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## **Description**

Comcast's implementation of data caps is unacceptable and completely unfair to consumers. Companies should not be allowed to restrict and limit customers use of the internet, which serves limitless amount of uses

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**Ticket: # 1243567 - Comcast Terabyte Data Cap Overages**

**Date:** 10/7/2016 3:55:09 PM

**City/State/Zip:** Renton, Washington 98059

**Company Complaining About:** Comcast

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## **Description**

For the past few years I have been a Comcast Business customer. I signed up for Home class service about 2 months ago after having left business class. I originally changed to Business class due to Comcast not providing reliable internet home services for the past 5 years. In the past year the service has been rather stable and so after talking to of Comcast's agents and getting setup with a good deal on Comcast Home services, they helped me to get connected with "faster internet" and no issues.

Today Comcast announced that they are going to screw over customers like me. Let me explain. First I am a high speed and high data consuming individual in general. To put this in perspective, I work from home. I work at Microsoft managing the data cloud called Azure. I transfer a significant amount of data each month.

Now Comcast says they are going to charge power users like me, even people already paying for faster internet an added fee for the privilege of transferring more data without being charged more. Let me restate that in a way that helps clarify, I have paid already for a faster than typical connection on a per second access rate. In that faster than typical connection, I get around 177mbps, this in general not a bad "burst" downstream rate. On business class I had a guaranteed 75gbps so this was an improvement with less costs. At the time that I switched services neither business or home had data caps nor any announcement of impending data caps.

As of November 1st in our area, Comcast charges \$10 per month for 50gb of data overages above 1 Terabyte of data (1024gb) per month. This charge has an upper limit above and beyond a reasonable limit. They charge people \$50 to have "unlimited data", however if you go above \$50 on the \$10 charges per month this seems unreasonable that they can take it into the several hundred dollar ranges. For example, last month I used (along with my family of 4) around 1142gb of data. This means I'd be billed an extra \$30 for this month. I can easily increase this to 1900gb in a month.

What do we as consumers get for paying to avoid this cap? Nothing. Nada. No improvements of service, quality increases, shorter downtimes when issues arise, nothing. They won't even change the fundamental service itself in implementing this change.

What does Comcast offer us power users who use more than 1024gb of data? a chance not to be charged more than \$50 every month. That's it. I don't get a guarantee of a 4-hour service outage window, etc. Nothing extra. Just a chance not to be billed above \$50. Do I have to pay this same \$50 a month if I have less data? Yep.

So where does this extra money go? It's certainly not to improving service and expanding features. It's going to some board member's pocket.

What did Comcast offer to do when I complained (besides the constant phone transfer hell)? They offered to disconnect me or refer me to business class.

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**Ticket: # 1243577 - Comcast's Data Caps**

**Date:** 10/7/2016 3:55:50 PM

**City/State/Zip:** Tacoma, Washington 98406

**Company Complaining About:** Comcast

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## **Description**

Comcast's new data cap that goes into effect on November 1, is ridiculous and anti-consumer. There is no reason for this cap to exist other than to try and recoup the losses they face from consumers ditching cable in favor of streaming services like Netflix, Hulu, etc.

It's time to classify the Internet as a public utility and stop allowing major cable companies to punish consumers for the choices they make in media consumption.

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**Ticket: # 1243579 - Comcast - Data Restriction**

**Date:** 10/7/2016 3:55:51 PM

**City/State/Zip:** New Hope, Minnesota 55428

**Company Complaining About:** Comcast

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## **Description**

Comcast is implementing a data restriction on their customers and I'm extremely concerned. In my household, between streaming, gaming and other various digital downloads, this limit will be met, regularly. I'm a reviewer and tester for games and have moved to the digital front, instead of collecting physical copies of items. This type of data cap is absolutely useless, and will not prevent network over usage. All Comcast is doing, is getting more money from power users while continually increasing their current rates and providing antiquated equipment to clients for "cable viewing" purposes, even if they don't use the equipment.

Information is growing and the data used will only continue to increase.

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**Ticket: # 1243585 - Comcast lied about data cap to get me to renew my "service"**

**Date:** 10/7/2016 3:56:31 PM

**City/State/Zip:** Tumwater, Washington 98512

**Company Complaining About:** Comcast

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## **Description**

This July I had to renegotiated my internet plan with Comcast/Xfinity. Like every call I have with Comcast, I was told something previously that the current person has no idea about. Because of this I have begin record my phone calls with Comcast. During this long phone call I agree to renew my service for one year, one of the conditions for this renewal was that there were top be no data caps. I made it a point to get verbal confirmation that there would be no data caps. Today I get an email stating that this November they will begin capping data. I called Comcast and they could care less what assurances were made and insist .

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**Ticket: # 1243586 - Data Caps**

**Date:** 10/7/2016 3:56:33 PM

**City/State/Zip:** Houston, Texas 77070

**Company Complaining About:** Comcast

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## **Description**

Data caps are anticompetitive to online streaming video services.

I'm afraid that Comcast will begin allowing data-free streaming from some services and not others (similar to how T-Mobile treats Spotify/YouTube/et al) which I believe violates the principles of net neutrality.



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[Ticket: # 1243591 - Comcast Data Cap](#)

**Date:** 10/7/2016 3:57:31 PM

**City/State/Zip:** Burien, Washington 98166

**Company Complaining About:** Comcast

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### **Description**

Comcast sent out an email today setting a data cap for my plan at 1 TB. This is in direct conflict with Open Internet/Net Neutrality rules set by the FCC. I have attached the email for reference.

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**Ticket: # 1243606 - Comcast Data Caps**

**Date:** 10/7/2016 3:58:56 PM

**City/State/Zip:** Portland, Oregon 97239

**Company Complaining About:** Comcast

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## **Description**

Comcast is rolling out data caps in my area called "New Terabyte Internet Data Usage Plan" starting Nov 1st. If I go over this datacap I am charged \$200 and \$10 for every 50GB. This is NOT FAIR. Comcast doesn't want people cutting the chord (to tv) and watching Youtube, Netflix, Hulu, Amazon Prime and other sources of entertainment.

There is NO competition in this area so comcast has the monopoly over things like this. I have no alternative yet to pay these dumb bitches.

Now I know you are the FCC and they are probably paying you large sums of money, simply because you don't do anything about this, so I'm not holding my breath. Why don't you guys do something instead of taking tax payer money and just sipping coffee all day reading pissed off complaints of consumers?

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[Ticket: # 1243608 - Data cap](#)

**Date:** 10/7/2016 3:59:00 PM

**City/State/Zip:** Springfield, Oregon 97477

**Company Complaining About:** Comcast

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## **Description**

The data cap that Comcast is imposing is stifling education and small businesses. We use our home internet to improve our family's education and to run a sole-proprietorship small business. We pay a lot of money to Comcast to receive better internet service (i.e. a higher tier than anyone else I know). It seems unfair, especially given that Comcast is our only option for cable internet in our area.

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**Ticket: # 1243617 - Data Caps**

**Date:** 10/7/2016 4:00:42 PM

**City/State/Zip:** West Jordan, Utah 84081

**Company Complaining About:** Comcast

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## **Description**

I am a resident currently affected and very unhappy about Comcast's new data cap plan they forced upon my home and my community. Data plan is not about fairness, it is not about congestion, it is a way for Comcast to pad their profits.

Let's talk about fairness; Comcast claims they are charging data like how any other utility charges for water, electricity, and gas. However, once the infrastructures are put in place, sending and receiving data costs almost nothing to them. They are already charging enough to post record profits last year. Right now, the caps are of a size that is not too bad.. in two years however, the sheer amount of data that will be used will most likely dwarf any reasonable amount currently allocated. For instance, I currently use about 70% of the cap. This number only goes up as more services and technology emerges. Many of these services directly compete with Comcasts other business. They try to steer us to their internet services which do not count towards the caps.

Now, let's talk about congestion, data caps have nothing to do with network congestion, as was evident when Comcast accidentally leaked an internal memo confirming so.

Increase in profits is the only reason left, and while a business has every right to make as much money as they can, Comcast, being a monopoly in many areas, should be held to a different standard. There is no competition, nowhere to turn. With the increase in high data-utilization applications such as 4K streaming and more Internet connected devices in our homes, this data cap is just an unfair way to get in on the money without actually innovating.

In areas where there is competition (google fiber and municipal fiber) they have no data caps, and their prices are half what they are where there is no competition. They are just exploiting a monopoly that they have with cities.

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**Ticket: # 1243620 - Data cap with Xfinity/Comcast****Date:** 10/7/2016 4:01:10 PM**City/State/Zip:** Lynnwood, Washington 98037**Company Complaining About:** Comcast

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**Description**

Comcast is the only internet provider in our area that provides an acceptable level of service, so we're stuck with them. We just signed on to another 12 month contract with them (last week), and then I received notice that they will be applying a 1 TB data cap to our account beginning November 1. According to Comcast, we usually use more than 1 TB of data in a month and so this means we will immediately have to pay more. Frankly, I question their assessment of our data usage -- their data usage estimator says that we would have to stream 19 hours of movies from services like netflix per day to add up to 1 TB worth of data in a month. We watch a total of maybe 4-8 among all 5 of us in our family.

This data plan is not about fairness, it is not about congestion, it is a way for Comcast to pad their profits. Comcast claims they are charging data like how any other utility charges for water, electricity, and gas. However, once the infrastructures are put in place, sending and receiving data costs almost nothing to them. They are already charging enough to have posted record profits last year.

Data caps have nothing to do with network congestion, as was evident when Comcast accidentally leaked an internal memo confirming so.

Increase in profits is the only reason left, and while a business has every right to make as much money as they can, Comcast, being a monopoly in our area, should be held to a different standard. There is no competition, nowhere to turn. With the increase in high data-utilization applications such as 4K streaming and more Internet connected devices in our homes, this data cap is just an unfair way to get in on the money without actually innovating.

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[Ticket: # 1243629 - Data Cap](#)

**Date:** 10/7/2016 4:02:05 PM

**City/State/Zip:** St Paul, Minnesota 55106

**Company Complaining About:** Comcast

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### **Description**

Comcast/Xfinity is adding a new data cap to their services come november 1st. This is ridiculous when other companies recognize this is a utility not a luxury.

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**Ticket: # 1243642 - Comcast Data Cap**

**Date:** 10/7/2016 4:04:51 PM

**City/State/Zip:** Aurora, Colorado 80013

**Company Complaining About:** Comcast

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## **Description**

Comcast is changing its data usage policies to be unfair. The Internet is not a limited resource like water and data caps are unfair and deter certain types of traffic. This is what Comcast is reporting for my state:

"After you hit your cap—a word Comcast doesn't like, preferring to call this simply a "data usage plan"—you won't be cut off. You'll simply have to pay \$10 extra per 50GB that you go over. To avoid excessive bills, Comcast limits this fee to an extra \$200 per month. Alternatively, you can add unlimited data to your plan for an extra \$50 a month."

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**Ticket: # 1243643 - Comcast 1TB Data Cap**

**Date:** 10/7/2016 4:04:56 PM

**City/State/Zip:** Rosenberg, Texas 77469

**Company Complaining About:** Comcast

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### **Description**

I am writing to express my extreme frustration with Comcast's newly-announced 1TB data cap in my market (Houston). I feel like this is a violation of the agreement I made when signing up for service almost 2 years ago and of the recent Net Neutrality rules recently adopted by the FCC.



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**Ticket: # 1243645 - Future data caps in Colorado starting in November**

**Date:** 10/7/2016 4:05:28 PM

**City/State/Zip:** Colorado Springs, Colorado 80923

**Company Complaining About:** Comcast

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**Description**

Comcast will be bringing it's horrible data cap to Colorado starting in November.

My family consists of three gamers. My mother, brother and myself. All three of us play MMO's and other various games.

Two of us also legally stream our shows and movies onto our 1080p TV's. I watch Netflix, YouTube, HBO and Crunchyroll, all of which I stream directly onto my TV at 1080p. Every single day.

Every month we'd go through Comcasts new 1TB cap with very little effort.

Soon we'll be streaming 4K movies and shows because Google will be selling them on their Google Play Movies & Shows near the end of October, and I'll be buying my father a new 1080p TV to replace his older 720p, and he will likely start streaming Netflix as well.

We shouldn't have to pay \$50 more just so we don't have to worry about a cap. More and more individuals and families are going to be streaming their media, and with the rise of 4K videos, it makes ZERO sense to have data caps.

The only other internet company available at my apartment is CenturyLink, and they're even worse than Comcast! We tried switching to them last year, but within three days we went back to Comcast because of how awful the service from CenturyLink was.

My area has no decent competition.

Comcast needs to stop messing around and invest in their infrastructure to prepare for 4K media streaming instead of hitting people with ridiculous caps. There's a reason why they're America's #1 hated company. If they don't want that label, then they need to get rid of caps and lower prices. Their monopoly must end!

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**Ticket: # 1243654 - Comcast Data Caps**

**Date:** 10/7/2016 4:06:32 PM

**City/State/Zip:** Hillsboro, Oregon 97124

**Company Complaining About:** Comcast

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## **Description**

Comcast is implementing data caps in my area on Nov 1st. These caps are nothing more than an unfair cash grab to force customers into using their cable TV services. Data is not a finite resource and thus charging more of it is absolutely absurd. Saying that only a small percentage of your customers use that much data is not a good excuse. The requirements for data are continuing to rise and I'm already paying a huge fee for fast internet why am I being charged another fee for using what I've already paid for? These caps are offer no benefit to the customer and do nothing but stagnate technology and further the monopoly Comcast has. The fact that the FCC allows this to be legal is absurd and makes me ashamed to live in this country where our internet and communications continue to lag behind international competition.

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**Ticket: # 1243663 - Comcast Data Caps**

**Date:** 10/7/2016 4:07:46 PM

**City/State/Zip:** Seattle, Washington 98102

**Company Complaining About:** Comcast

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## **Description**

Comcast pretty much has a monopoly over high speed internet in my neighborhood, and are now introducing data caps. This means that for the same overpriced unlimited internet I used to get, I now am limited on what I can use in my home. If I exceed those limits? Overage charges.

This company is out of hand. It is the worst company in America, and something needs to be done about their predatory practices.

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[Ticket: # 1243670 - Comcast Data Caps](#)

**Date:** 10/7/2016 4:08:27 PM

**City/State/Zip:** Oakland, California 94610

**Company Complaining About:** Comcast

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## **Description**

There is a data cap being enforced in California which goes against Net Neutrality Laws.

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[Ticket: # 1243673 - Comcast Data Caps](#)

**Date:** 10/7/2016 4:08:47 PM

**City/State/Zip:** Snohomish, Washington 98290

**Company Complaining About:** Comcast

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## **Description**

Data caps are anti-competitive to online streaming video services.

I'm afraid that Comcast will begin allowing data-free streaming from some services and not others which I believe violates the principles of net neutrality.

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**Ticket: # 1243674 - Comcast violation of Net Neutrality and Price Gouging**

**Date:** 10/7/2016 4:08:59 PM

**City/State/Zip:** Edmonds, Washington 98026

**Company Complaining About:** Comcast

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## **Description**

We just received a email/letter from comcast warning us that a new Terabyte data cap was being implemented where we had no choice but to comply. Having a family living at home plus working from home, this puts us in a huge predicament. Downloading one PC game alone could take up to 1/20th of a total months allowance of data. Combine that with Netflix streaming and the sending of high quality AUTOCAD images, we are destined to go over the limit. When we signed up, we were not agreeing to have our total data capped, we were agreeing to the speeds that they offered us. This is limiting the amount of ability we have, through work or social aspects, by gouging us with fee's and prices.

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[Ticket: # 1243686 - Comcast data capping](#)

**Date:** 10/7/2016 4:09:44 PM

**City/State/Zip:** Saltville, Virginia 24370

**Company Complaining About:** Comcast

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## Description

Comcast is imposing a 300gb cap on my service.

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out it's online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

Let me know if you have suggestions on how to make this better.

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**Ticket: # 955842 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 9:06:24 PM

**City/State/Zip:** Weehawken, New Jersey 07086

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 955852 - XXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 9:09:43 PM

**City/State/Zip:** Livermore, California 94550

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 955843 - XXXXXXXX XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 9:06:26 PM

**City/State/Zip:** Houston, Texas 77070

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 955844 - XXXXX XXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 9:06:39 PM

**City/State/Zip:** Seattle, Washington 98115

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 955845 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 9:08:20 PM

**City/State/Zip:** West Chester, Pennsylvania 19380

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 955846 - Will's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 9:08:48 PM

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

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.



These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 955847 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 9:09:03 PM

**City/State/Zip:** Ocean City, New Jersey 08226

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 955848 - XXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 9:09:11 PM

**City/State/Zip:** Hudson Oaks, Texas 76087

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 955849 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 9:09:15 PM

**City/State/Zip:** Corte Madera, California 94925

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 955851 - XXXXXXXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 9:09:25 PM

**City/State/Zip:** Acworth, Georgia 30101

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 955854 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 9:10:34 PM

**City/State/Zip:** Buffalo, New York 14211

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 955855 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 9:10:35 PM

**City/State/Zip:** Superior, Colorado 80027

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 955861 - XXXXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 9:13:05 PM

**City/State/Zip:** Fort Collins, Colorado 80528

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 955862 - XXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 9:13:25 PM

**City/State/Zip:** Greenville, South Carolina 29601

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 955872 - XXXXXX XXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 9:16:37 PM

**City/State/Zip:** Tucson, Arizona 85714

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 955865 - XXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 9:14:26 PM

**City/State/Zip:** Greenville, South Carolina 29601

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 955866 - XXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 9:14:35 PM

**City/State/Zip:** Easthampton, Massachusetts 01027

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 955868 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 9:15:01 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19118

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 955869 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 9:15:13 PM

**City/State/Zip:** Niles, Illinois 60714

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 955870 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 9:16:13 PM

**City/State/Zip:** Long Beach, California 90808

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 955873 - XXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 9:18:07 PM

**City/State/Zip:** Graton, California 95444

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 955875 - Ralph's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 9:18:45 PM

**City/State/Zip:** Helena, Montana 59601

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 955877 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 9:19:28 PM

**City/State/Zip:** Indianapolis, Indiana 46219

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 955878 - XXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 9:19:45 PM

**City/State/Zip:** Fullerton, California 92835

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 955879 - charlesburnett01@gmail.com's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 9:19:53 PM

**City/State/Zip:** Libertyville, Illinois 60048

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 955880 - XXXXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 9:20:38 PM

**City/State/Zip:** El Paso, Texas 79927

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 955881 - XXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 9:21:14 PM

**City/State/Zip:** Castle Rock, Colorado 80109

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 955882 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 9:21:22 PM

**City/State/Zip:** Atlanta, Georgia 30350

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 955891 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 9:25:27 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19154

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 955884 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 9:22:47 PM

**City/State/Zip:** Union, New Hampshire 03887

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 955885 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 9:22:49 PM

**City/State/Zip:** Round Rock, Texas 78664

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 955886 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 9:23:10 PM

**City/State/Zip:** Ferryville, Wisconsin 54628

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 955887 - XXXXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 9:23:58 PM

**City/State/Zip:** Albuquerque, New Mexico 87110

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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[Ticket: # 955888 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 9:24:12 PM

**City/State/Zip:** Phoenix, Arizona 85009

**Company Complaining About:** Comcast

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## **Description**

Zero-rating is fine as long as it's equally applied to all data. Ban data caps! There is no "water cap" no "tv cap" no "electricity cap" and no "phone call cap". It is long past time to ban data caps! Sprint and T-Mobile already offer unlimited data. If data bandwidth is constrained in certain areas, these companies can put up more towers! Internet access is a right, not a privilege! It's more like a utility than it is like a service.

(b) (6)

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**Ticket: # 955889 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 9:24:26 PM

**City/State/Zip:** Ferryville, Wisconsin 54628

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 955890 - XXXXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 9:24:51 PM

**City/State/Zip:** Albany, New York 12208

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 955892 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 9:25:35 PM

**City/State/Zip:** Ashland, Oregon 97520

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 955893 - XXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 9:25:52 PM

**City/State/Zip:** Sonoma, California 95476

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 955894 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 9:26:15 PM

**City/State/Zip:** Austin, Texas 78705

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.



These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 955895 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 9:26:20 PM

**City/State/Zip:** Newport News, Virginia 23608

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 955896 - XXXX XXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 9:27:46 PM

**City/State/Zip:** North Chesterfield, Virginia 23235

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 955897 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 9:28:36 PM

**City/State/Zip:** Rolla, Missouri 65401

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 955898 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 9:28:38 PM

**City/State/Zip:** North Hampton, New Hampshire 03862

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 955899 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 9:29:03 PM

**City/State/Zip:** Prescott, Arizona 86305

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 955902 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 9:29:42 PM

**City/State/Zip:** Mobile, Alabama 36604

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 955905 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 9:30:20 PM

**City/State/Zip:** Maynard, Massachusetts 01754

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 955906 - XXXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 9:30:54 PM

**City/State/Zip:** Roanoke, Virginia 24018

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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[Ticket: # 955907 - XXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 9:30:56 PM

**City/State/Zip:** Allentown, Pennsylvania 18102

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 955909 - Charlotte Sines's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 9:31:35 PM

**City/State/Zip:** Yosemite National Park, California 95389

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 955911 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 9:32:49 PM

**City/State/Zip:** Sandy, Oregon 97055

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 955912 - XXXXXXXXXXXX XXXXX 's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 9:32:49 PM

**City/State/Zip:** Las Vegas, Nevada 89178

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 955914 - XXXXX XXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 9:33:56 PM

**City/State/Zip:** Las Vegas, Nevada 89178

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 955915 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 9:34:23 PM

**City/State/Zip:** Chicago, Illinois 60645

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 955916 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 9:34:27 PM

**City/State/Zip:** Tallmadge, Ohio 44278

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 955918 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 9:34:49 PM

**City/State/Zip:** Braddock, Pennsylvania 15104

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 955919 - XXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 9:35:19 PM

**City/State/Zip:** Olympia, Washington 98501

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



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(b) (6)

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[Ticket: # 955920 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 9:35:43 PM

**City/State/Zip:** Somerville, Massachusetts 02144

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 955921 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 9:35:48 PM

**City/State/Zip:** Churchville, Maryland 21028

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 955922 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 9:36:30 PM

**City/State/Zip:** San Francisco, California 94131

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 955926 - XXXXXXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 9:36:56 PM

**City/State/Zip:** San Jose, California 95132

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.



These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 955927 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 9:37:12 PM

**City/State/Zip:** Geneva, Illinois 60134

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 955928 - XXXXXXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 9:37:15 PM

**City/State/Zip:** San Jose, California 95132

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 955930 - XXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 9:37:24 PM

**City/State/Zip:** Damascus, Oregon 97089

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 955932 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 9:37:49 PM

**City/State/Zip:** Jersey City, New Jersey 07307

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 955933 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 9:37:54 PM

**City/State/Zip:** Lewisburg, West Virginia 24901

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 955935 - XXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 9:37:57 PM

**City/State/Zip:** Winter Haven, Florida 33881

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 955936 - XXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 9:38:05 PM

**City/State/Zip:** Kouts, Indiana 46347

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 955937 - XXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 9:39:00 PM

**City/State/Zip:** Sunrise, Florida 33313

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 955938 - XXXXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 9:39:15 PM

**City/State/Zip:** Minneapolis, Minnesota 55421

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 955939 - XXXXXXXX XXXXXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 9:40:04 PM

**City/State/Zip:** Round Rock, Texas 78665

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 955941 - XXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 9:40:11 PM

**City/State/Zip:** Beaverton, Oregon 97003

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 955942 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 9:40:28 PM

**City/State/Zip:** Cambridge, Massachusetts 02138

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]



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**Ticket: # 955943 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 9:41:00 PM

**City/State/Zip:** Washington, District Of Columbia 20012

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 955944 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 9:41:04 PM

**City/State/Zip:** Bay Village, Ohio 44140

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 955948 - XXXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 9:43:34 PM

**City/State/Zip:** Glen Spey, New York 12737

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 955949 - XXXXXXXX XXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 9:43:36 PM

**City/State/Zip:** Visalia, California 93291

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]



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**Ticket: # 955951 - XXXX XXXXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 9:44:15 PM

**City/State/Zip:** Wallingford, Connecticut 06492

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 955953 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 9:44:30 PM

**City/State/Zip:** Redmond, Washington 98052

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 955954 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 9:44:33 PM

**City/State/Zip:** Mission, Texas 78574

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 955955 - XXXX XXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 9:44:59 PM

**City/State/Zip:** Sonoma, California 95476

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 955959 - X XXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 9:47:01 PM

**City/State/Zip:** Seattle, Washington 98122

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

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As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.



These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 955962 - XXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 9:47:48 PM

**City/State/Zip:** Hickory, North Carolina 28601

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 955963 - XXXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 9:47:50 PM

**City/State/Zip:** Baltimore, Maryland 21218

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 955964 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 9:48:08 PM

**City/State/Zip:** Franklin, Tennessee 37067

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 955965 - XXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 9:48:28 PM

**City/State/Zip:** Hickory, North Carolina 28601

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 955967 - XXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 9:48:31 PM

**City/State/Zip:** Ardmore, Oklahoma 73401

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 955970 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 9:49:02 PM

**City/State/Zip:** Stockbridge, Michigan 49285

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 955971 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 9:49:33 PM

**City/State/Zip:** Paterson, New Jersey 07502

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 955972 - XXXXX XXX's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 9:49:34 PM

**City/State/Zip:** New York, New York 10032

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 955975 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 9:49:56 PM

**City/State/Zip:** Flushing, Michigan 48433

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



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(b) (6)

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**Ticket: # 955977 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 9:50:29 PM

**City/State/Zip:** Orlando, Florida 32825

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 955984 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 9:52:40 PM

**City/State/Zip:** Redmond, Washington 98052

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 955980 - XXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 9:51:35 PM

**City/State/Zip:** Rancho Cucamonga, California 91739

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 955981 - XXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 9:51:53 PM

**City/State/Zip:** Rancho Cucamonga, California 91739

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.



These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 955983 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 9:52:29 PM

**City/State/Zip:** North Hampton, New Hampshire 03862

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 955986 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 9:54:06 PM

**City/State/Zip:** Salt Lake City, Utah 84103

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 955987 - XXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 9:55:23 PM

**City/State/Zip:** Dixon, Illinois 61021

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 955989 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 9:55:55 PM

**City/State/Zip:** Salem, Oregon 97302

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 955991 - XXXXX XXXX 's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 9:56:36 PM

**City/State/Zip:** Woodstock, Georgia 30188

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 955995 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 9:58:33 PM

**City/State/Zip:** Seattle, Washington 98199

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956008 - XXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 10:04:14 PM

**City/State/Zip:** Canton, Ohio 44718

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

The FCC can do its job and protect the interests of consumers or it can be a pathetic corporate whore. My money says the FCC will bend over for the corporations.

(b) (6)

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**Ticket: # 955999 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 10:00:20 PM

**City/State/Zip:** Steamboat Springs, Colorado 80487

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 956012 - XXXXXXXXX XXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 10:05:28 PM

**City/State/Zip:** Elysburg, Pennsylvania 17824

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 956002 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 10:02:02 PM

**City/State/Zip:** Old Forge, Pennsylvania 18518

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956005 - XXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 10:03:39 PM

**City/State/Zip:** Prospect, Ohio 43342

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956007 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 10:04:08 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19131

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 956023 - XXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 10:08:37 PM

**City/State/Zip:** Bellingham, Washington 98229

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956011 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 10:04:24 PM

**City/State/Zip:** Three Bridges, New Jersey 08887

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 956014 - XXXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 10:05:59 PM

**City/State/Zip:** Three Bridges, New Jersey 08887

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956015 - XX XX's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 10:06:21 PM

**City/State/Zip:** Glendale, Arizona 85308

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 956059 - XXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 10:22:54 PM

**City/State/Zip:** Delmar, New York 12054

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956020 - XXXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 10:08:17 PM

**City/State/Zip:** Denver, Colorado 80260

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956021 - XXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 10:08:23 PM

**City/State/Zip:** Beverly Hills, Michigan 48025

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956025 - XXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 10:08:42 PM

**City/State/Zip:** Beverly Hills, Michigan 48025

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 956026 - Lou Salerno's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 10:09:12 PM

**City/State/Zip:** Alameda, California 94501

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 956028 - XXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 10:10:02 PM

**City/State/Zip:** Pittsford, New York 14534

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956031 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 10:10:54 PM

**City/State/Zip:** San Antonio, Texas 78251

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956036 - Rudy Zeller.'s complaint re: ISP Zero Rating**

**Date:** 5/5/2016 10:11:53 PM

**City/State/Zip:** Hercules, California 94547

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 956037 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 10:11:56 PM

**City/State/Zip:** Detroit, Michigan 48227

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956038 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 10:12:16 PM

**City/State/Zip:** San Diego, California 92120

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956045 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 10:14:18 PM

**City/State/Zip:** New York, New York 10032

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956047 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 10:14:58 PM

**City/State/Zip:** Rush, New York 14543

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956051 - XXXXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 10:16:57 PM

**City/State/Zip:** New York, New York 10003

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956054 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 10:17:46 PM

**City/State/Zip:** Monroe, Washington 98272

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956055 - XXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 10:18:48 PM

**City/State/Zip:** Garrison, North Dakota 58540

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956056 - XXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 10:19:41 PM

**City/State/Zip:** Garrison, North Dakota 58540

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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[Ticket: # 956057 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 10:22:36 PM

**City/State/Zip:** Winter Park, Florida 32789

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956058 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 10:22:44 PM

**City/State/Zip:** Danbury, Connecticut 06810

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 956060 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 10:23:26 PM

**City/State/Zip:** Tewksbury, Massachusetts 01876

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 956061 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 10:23:31 PM

**City/State/Zip:** Silverdale, Washington 98383

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 956062 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 10:24:02 PM

**City/State/Zip:** Arlington, Texas 76013

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 956064 - XXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 10:24:53 PM

**City/State/Zip:** Farmington Hills, Michigan 48331

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 956065 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 10:25:26 PM

**City/State/Zip:** Bellefontaine, Ohio 43311

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 956067 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 10:25:44 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19125

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956068 - XXXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 10:26:20 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19148

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

I realize how difficult it is to regulate the activities of ISP's in regards to net neutrality but I hope you feel it is as important and I do to maintain an open internet.

(b) (6)

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**Ticket: # 956069 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 10:26:28 PM

**City/State/Zip:** Asheville, North Carolina 28806

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956070 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 10:27:05 PM

**City/State/Zip:** Washington, District Of Columbia 20016

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.



These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956071 - XXXX XXXXX 's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 10:27:05 PM

**City/State/Zip:** Portland, Oregon 97222

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956072 - XXXXX XXXX 's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 10:27:15 PM

**City/State/Zip:** Astoria, New York 11102

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956073 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 10:27:25 PM

**City/State/Zip:** Plainview, New York 11803

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956074 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 10:28:00 PM

**City/State/Zip:** Lamesa, Texas 79331

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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[Ticket: # 956075 - XXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 10:28:36 PM

**City/State/Zip:** Astoria, New York 11102

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956076 - XXXXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 10:29:05 PM

**City/State/Zip:** New York, New York 10011

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956077 - XXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 10:29:13 PM

**City/State/Zip:** Poplar Grove, Illinois 61065

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956078 - XXXX XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 10:29:19 PM

**City/State/Zip:** Bloomfield Hills, Michigan 48304

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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[Ticket: # 956079 - XXXX XXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 10:31:20 PM

**City/State/Zip:** Laytonville, California 95454

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 956096 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 10:37:39 PM

**City/State/Zip:** Gallatin, Tennessee 37066

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956082 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 10:33:29 PM

**City/State/Zip:** Altoona, Pennsylvania 16601

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 956085 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 10:35:16 PM

**City/State/Zip:** Warrenton, Virginia 20187

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 956086 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 10:35:30 PM

**City/State/Zip:** Johnson City, Tennessee 37601

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956097 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 10:38:57 PM

**City/State/Zip:** Mooresville, Indiana 46158

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules. I am not happy with the way things are changing and being more complicated to use and am checking out other alternatives to ATT.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956088 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 10:35:34 PM

**City/State/Zip:** Cincinnati, Ohio 45241

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956089 - XXXXX XXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 10:36:08 PM

**City/State/Zip:** Darien, Illinois 60561

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 956090 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 10:36:13 PM

**City/State/Zip:** Incline Village, Nevada 89451

**Company Complaining About:** Comcast

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## **Description**

LET'S FACE IT. COMCAST IS A BULLY! THE FCC DID THE RIGHT THING LAST YEAR TO PROTECT MILLIONS OF CONSUMERS BY PASSING STRONG NET NEUTRALITY RULES. DON'T LET COMCAST CONTINUE IT'S BULLYING TACTICS BEHIND CLOSE DOORS AND TRY TO STOP THE FCC FROM ENFORCING ITS RULES. TOO MANY ENTITIES ARE TEARING APART THE FABRIC OF OUR SOCIETY BY BREAKING THE RULES AND PURSUING POLICIES OF PREDATORY CAPITALISM. COMCAST IS SUCH AN EXAMPLE. IT HAS A NEAR MONOPOLY AND CONTINUALLY WANTS MORE ---- NOT MORE QUALITY AND SERVICE TO ITS CUSTOMERS, BUT MORE INTRUSION ON THE ACCESS AND FREEDOM OF IT'S CUSTOMERS, MORE SLICING AND DICING OF THE CUSTOMER EXPERIENCE TO DELIVER MORE PROFIT.

WHERE DOES SUCH GREED STOP IF IT CAN BULLY THE FCC INTO NOT ENFORCING ITS NET NEUTRALITY RULES?

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956091 - angela's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 10:36:21 PM

**City/State/Zip:** Chapel Hill, North Carolina 27516

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

**(b) (6)**

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**Ticket: # 956092 - Denise's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 10:36:24 PM

**City/State/Zip:** Spearfish, South Dakota 57783

**Company Complaining About:** Verizon

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**Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online.

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

(b) (6)

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[Ticket: # 956094 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 10:36:53 PM

**City/State/Zip:** Grampian, Pennsylvania 16838

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956110 - XXXXXXXX XXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 10:50:50 PM

**City/State/Zip:** Grover Beach, California 93433

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956098 - XXXXXXXX XXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 10:41:09 PM

**City/State/Zip:** South Hadley, Massachusetts 01075

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956099 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 10:42:00 PM

**City/State/Zip:** Oakland, California 94609

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956100 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 10:42:02 PM

**City/State/Zip:** Hartford, Connecticut 06151

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956112 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 10:51:13 PM

**City/State/Zip:** Royersford, Pennsylvania 19468

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Stop letting corporations like these take advantage of us.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956109 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 10:49:04 PM

**City/State/Zip:** Royersford, Pennsylvania 19468

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956103 - XX XXX's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 10:45:43 PM

**City/State/Zip:** Rancho Cucamonga, California 91730

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.



These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956104 - XXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 10:45:54 PM

**City/State/Zip:** Kingsport, Tennessee 37664

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 956105 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 10:46:15 PM

**City/State/Zip:** Forest, Virginia 24551

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956106 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 10:46:30 PM

**City/State/Zip:** Sacramento, California 95833

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 956107 - XXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 10:47:14 PM

**City/State/Zip:** Acworth, Georgia 30102

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 956108 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 10:47:17 PM

**City/State/Zip:** Broken Arrow, Oklahoma 74014

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956114 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 10:52:27 PM

**City/State/Zip:** Grand Rapids, Michigan 49505

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956115 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 10:52:29 PM

**City/State/Zip:** Grand Rapids, Michigan 49505

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

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Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

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(b) (6)

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[Ticket: # 956116 - XXXXX XXX's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 10:53:34 PM

**City/State/Zip:** Rockville, Maryland 20850

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advoc (b) (6) [REDACTED]  
Allen Yun

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**Ticket: # 956119 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 10:56:35 PM

**City/State/Zip:** San Francisco, California 94131

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956121 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 10:59:17 PM

**City/State/Zip:** Fort Wayne, Indiana 46835

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956122 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 10:59:22 PM

**City/State/Zip:** Salem, Oregon 97302

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956124 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 11:00:01 PM

**City/State/Zip:** Norcross, Georgia 30093

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956126 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 11:00:51 PM

**City/State/Zip:** Madison, Wisconsin 53705

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 956128 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 11:02:01 PM

**City/State/Zip:** Pittsburgh, Pennsylvania 15220

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956130 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 11:02:23 PM

**City/State/Zip:** Monticello, Indiana 47960

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956131 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 11:02:40 PM

**City/State/Zip:** Pittsburgh, Pennsylvania 15220

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956133 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 11:03:03 PM

**City/State/Zip:** Seal Beach, California 90740

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956134 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 11:03:13 PM

**City/State/Zip:** Captain Cook, Hawaii 96704

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 956135 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 11:04:12 PM

**City/State/Zip:** Johnson City, Tennessee 37615

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956137 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 11:04:35 PM

**City/State/Zip:** Leander, Texas 78641

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956147 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 11:09:27 PM

**City/State/Zip:** Whitewright, Texas 75491

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. They advertising unlimited talk, text & data but this is just scam & lie. First of all for people who lives in rural area with 3G or HSPA+ (3.5G) instead of their lies about 4G LTE. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956140 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 11:05:34 PM

**City/State/Zip:** Boston, Massachusetts 02215

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956141 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 11:06:45 PM

**City/State/Zip:** Monroe, Washington 98272

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 956142 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 11:07:22 PM

**City/State/Zip:** Brevard, North Carolina 28712

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956143 - XXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 11:07:38 PM

**City/State/Zip:** Honolulu, Hawaii 96813

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 956144 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 11:07:56 PM

**City/State/Zip:** Libby, Montana 59923

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956145 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 11:08:22 PM

**City/State/Zip:** Libby, Montana 59923

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956149 - XXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 11:09:38 PM

**City/State/Zip:** Tucson, Arizona 85718

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.



These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956155 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 11:11:37 PM

**City/State/Zip:** Peoria, Illinois 61606

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956157 - XXXXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 11:12:09 PM

**City/State/Zip:** Surry, New Hampshire 03431

**Company Complaining About:** Verizon

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## **Description**

Ok: Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956158 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 11:13:13 PM

**City/State/Zip:** Palos Heights, Illinois 60463

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956159 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 11:13:27 PM

**City/State/Zip:** Miami, Florida 33175

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956162 - XX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 11:15:00 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19142

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956163 - XX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 11:15:35 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19142

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956164 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 11:15:35 PM

**City/State/Zip:** Pittsburgh, Pennsylvania 15229

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956165 - XXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 11:16:36 PM

**City/State/Zip:** Miami Beach, Florida 33139

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956166 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 11:16:47 PM

**City/State/Zip:** Summit, New Jersey 07901

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 956167 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 11:17:19 PM

**City/State/Zip:** Broomfield, Colorado 80020

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956168 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 11:17:38 PM

**City/State/Zip:** Winsted, Connecticut 06098

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956169 - XX XXXXXXXXXXXX's XX XXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 11:18:17 PM

**City/State/Zip:** Edmond, Oklahoma 73013

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956171 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 11:19:40 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19119

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956172 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 11:20:18 PM

**City/State/Zip:** Brooklyn, New York 11234

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.



These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956173 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 11:20:21 PM

**City/State/Zip:** Chicago, Illinois 60647

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956176 - Bob's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 11:20:32 PM

**City/State/Zip:** Cathedral City, California 92234

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b)

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[Ticket: # 956178 - Timothy's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 11:21:00 PM

**City/State/Zip:** Salt Lake City, Utah 84106

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As a Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956189 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 11:25:47 PM

**City/State/Zip:** San Rafael, California 94901

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 956181 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 11:21:54 PM

**City/State/Zip:** Azusa, California 91702

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956184 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 11:23:24 PM

**City/State/Zip:** Hudson, New Hampshire 03051

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956186 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 11:23:58 PM

**City/State/Zip:** Hudson, New Hampshire 03051

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956188 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 11:25:16 PM

**City/State/Zip:** Evansville, Wisconsin 53536

**Company Complaining About:** Comcast

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## **Description**

Comcast is being inhuman as ever and breaking net neutrality to force even more money out of its unwilling customers.

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Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956190 - frank's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 11:26:04 PM

**City/State/Zip:** Dubuque, Iowa 52001

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 956191 - XXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 11:26:38 PM

**City/State/Zip:** Boca Raton, Florida 33431

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956192 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 11:27:20 PM

**City/State/Zip:** Platte City, Missouri 64079

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956193 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 11:27:54 PM

**City/State/Zip:** Andover, Minnesota 55304

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956194 - XXXXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 11:28:34 PM

**City/State/Zip:** Saint Paul, Minnesota 55113

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956195 - XXXXXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 11:28:53 PM

**City/State/Zip:** Littleton, Colorado 80122

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 956196 - XXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 11:28:54 PM

**City/State/Zip:** Knoxville, Tennessee 37915

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956197 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 11:29:56 PM

**City/State/Zip:** Greenville, South Carolina 29611

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956198 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 11:30:14 PM

**City/State/Zip:** Belchertown, Massachusetts 01007

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

This is ridiculous. The lobbying is always behind doors.

(b) (6)

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**Ticket: # 956199 - Ray's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 11:30:34 PM

**City/State/Zip:** Seattle, Washington 98104

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b)



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[Ticket: # 956201 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 11:31:13 PM

**City/State/Zip:** Oak Ridge, Tennessee 37830

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956202 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 11:32:25 PM

**City/State/Zip:** Auburn, New York 13021

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956204 - XXXX XXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 11:32:30 PM

**City/State/Zip:** San Diego, California 92116

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956207 - Timothy's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 11:33:35 PM

**City/State/Zip:** Portland, Oregon 97213

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956241 - XXXXXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 11:47:35 PM

**City/State/Zip:** Bellflower, California 90706

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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[Ticket: # 956217 - XXXXXXXX X's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 11:36:46 PM

**City/State/Zip:** Mahwah, New Jersey 07430

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956221 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 11:37:11 PM

**City/State/Zip:** Chicago, Illinois 60661

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956239 - XXXXX XXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 11:45:26 PM

**City/State/Zip:** Gaithersburg, Maryland 20879

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 956228 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 11:39:16 PM

**City/State/Zip:** Belmont, California 94002

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



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(b) (6)

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**Ticket: # 956235 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 11:40:52 PM

**City/State/Zip:** Malibu, California 90265

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956236 - XXXXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 11:42:31 PM

**City/State/Zip:** Idyllwild, California 92549

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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[Ticket: # 956237 - XXXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 11:43:27 PM

**City/State/Zip:** Fort Wayne, Indiana 46825

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956240 - XXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 11:45:54 PM

**City/State/Zip:** Chicago, Illinois 60657

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.



These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956242 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 11:48:09 PM

**City/State/Zip:** Albuquerque, New Mexico 87120

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956243 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 11:48:14 PM

**City/State/Zip:** El Paso, Texas 79936

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6) [REDACTED]

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[Ticket: # 956296 - XXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 12:18:11 AM

**City/State/Zip:** Monroe, Utah 84754

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

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As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

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**Ticket: # 956244 - XXXXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 11:48:39 PM

**City/State/Zip:** San Antonio, Texas 78205

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]



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**Ticket: # 956245 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 11:48:53 PM

**City/State/Zip:** Phoenix, Arizona 85029

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956246 - XXXXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 11:49:41 PM

**City/State/Zip:** Detroit, Michigan 48208

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956247 - XX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 11:51:16 PM

**City/State/Zip:** Dorr, Michigan 49323

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As a Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956248 - XXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 11:52:20 PM

**City/State/Zip:** Van Nuys, California 91401

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 956251 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 11:53:36 PM

**City/State/Zip:** Hartford, Connecticut 06151

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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[Ticket: # 956252 - XXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 11:53:51 PM

**City/State/Zip:** Portland, Oregon 97222

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956253 - XXXXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 11:54:25 PM

**City/State/Zip:** Klamath Falls, Oregon 97601

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956256 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 11:55:55 PM

**City/State/Zip:** Carterville, Illinois 62918

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956257 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 11:55:58 PM

**City/State/Zip:** Pioneer, California 95666

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 956258 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 11:56:02 PM

**City/State/Zip:** Winter Haven, Florida 33881

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956259 - XXXX XXXXX 's complaint re: ISP Zero Rating](#)

**Date:** 5/5/2016 11:56:26 PM

**City/State/Zip:** Winter Haven, Florida 33881

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956260 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 11:56:28 PM

**City/State/Zip:** Seattle, Washington 98101

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956262 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 11:58:22 PM

**City/State/Zip:** Tucson, Arizona 85716

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956263 - XXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 11:58:38 PM

**City/State/Zip:** New York, New York 10003

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 956264 - XXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 11:58:38 PM

**City/State/Zip:** Portland, Oregon 97223

**Company Complaining About:** Comcast

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## **Description**

I really enjoy my Netflix and Youtube videos. I am alarmed that Comcast wants to limit my access to these websites. Especially considering how much I pay each month for internet access.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956266 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:01:58 AM

**City/State/Zip:** Luck, Wisconsin 54853

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 956267 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:02:36 AM

**City/State/Zip:** San Jose, California 95117

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956268 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:03:00 AM

**City/State/Zip:** Fall River, Massachusetts 02723

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956270 - XXXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 12:03:23 AM

**City/State/Zip:** Fall River, Massachusetts 02723

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956271 - John's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:03:39 AM

**City/State/Zip:** Blackwood, New Jersey 08012

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 956273 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 12:04:19 AM

**City/State/Zip:** Ulster Park, New York 12487

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 956276 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 12:06:26 AM

**City/State/Zip:** Ben Lomond, California 95005

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



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(b) (6)

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[Ticket: # 956277 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 12:06:29 AM

**City/State/Zip:** Corvallis, Oregon 97333

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956278 - Caryn's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 12:07:35 AM

**City/State/Zip:** Sherman Oaks, California 91423

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956280 - XXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:09:52 AM

**City/State/Zip:** Denver, Colorado 80229

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956281 - XXXXXX XXXXXXXX 's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 12:12:39 AM

**City/State/Zip:** Petersburg, Michigan 49270

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.



These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 956282 - XXXXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:12:54 AM

**City/State/Zip:** Sandy, Oregon 97055

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 956306 - XX XXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 12:25:55 AM

**City/State/Zip:** Catonsville, Maryland 21228

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 956287 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 12:15:39 AM

**City/State/Zip:** Norwalk, California 90650

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 956289 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 12:16:26 AM

**City/State/Zip:** Silver Spring, Maryland 20904

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)



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**Ticket: # 956292 - Dennis's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:16:59 AM

**City/State/Zip:** Los Angeles, California 90012

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956293 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:17:10 AM

**City/State/Zip:** Philadelphia, Pennsylvania 19124

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

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**Ticket: # 956307 - XXXXX XXXXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:26:55 AM

**City/State/Zip:** Chino, California 91710

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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(b) (6)

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**Ticket: # 956301 - XXXXXX XXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:20:14 AM

**City/State/Zip:** Bakersfield, California 93311

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 956302 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:21:06 AM

**City/State/Zip:** Los Angeles, California 90025

**Company Complaining About:** T Mobile

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## **Description**

If you (the FCC) allow these four companies (Verizon, ATT, T-mobile, Comcast, and others) to make the internet less open and less free, then we (U.S. citizens) will all have lost something.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956303 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:22:45 AM

**City/State/Zip:** Farwell, Minnesota 56327

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956305 - XXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:25:12 AM

**City/State/Zip:** Redwood Valley, California 95470

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956308 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 12:28:19 AM

**City/State/Zip:** Atlanta, Georgia 30306

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 956309 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:28:47 AM

**City/State/Zip:** Saint Marys, Georgia 31558

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956311 - XXXXXXXX XXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:31:04 AM

**City/State/Zip:** Somerset, Texas 78069

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956312 - XXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 12:31:09 AM

**City/State/Zip:** Cincinnati, Ohio 45211

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956313 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:31:23 AM

**City/State/Zip:** Cincinnati, Ohio 45211

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956314 - XXXXX XXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:32:21 AM

**City/State/Zip:** Corvallis, Oregon 97339

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956315 - Andrew's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 12:33:50 AM

**City/State/Zip:** Edwardsburg, Michigan 49112

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956316 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:35:51 AM

**City/State/Zip:** Rancho Cucamonga, California 91730

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956317 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:36:41 AM

**City/State/Zip:** Madison, Wisconsin 53711

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956318 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:36:53 AM

**City/State/Zip:** Madison, Wisconsin 53711

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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[Ticket: # 956320 - XXXXXXXXXX XXXXXX's XXXXXXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 12:37:46 AM

**City/State/Zip:** Fruit Heights, Utah 84037

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956323 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:39:54 AM

**City/State/Zip:** Seattle, Washington 98168

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 956324 - X XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:40:11 AM

**City/State/Zip:** Oregon City, Oregon 97045

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 956328 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 12:43:21 AM

**City/State/Zip:** Atlanta, Georgia 30349

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956333 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:44:52 AM

**City/State/Zip:** San Francisco, California 94131

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 956334 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:44:56 AM

**City/State/Zip:** Allentown, Pennsylvania 18102

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956336 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 12:45:25 AM

**City/State/Zip:** Overgaard, Arizona 85933

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956338 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:46:06 AM

**City/State/Zip:** San Francisco, California 94109

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 956339 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:46:48 AM

**City/State/Zip:** Holland, Michigan 49424

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 956340 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:47:40 AM

**City/State/Zip:** Rosedale, Maryland 21237

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956341 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:47:43 AM

**City/State/Zip:** Oregon House, California 95962

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956342 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:49:08 AM

**City/State/Zip:** Berkeley, California 94704

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956343 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:49:26 AM

**City/State/Zip:** Wallkill, New York 12589

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]



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**Ticket: # 956344 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:49:54 AM

**City/State/Zip:** Chicago, Illinois 60640

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956345 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:50:18 AM

**City/State/Zip:** Chicago, Illinois 60640

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956346 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:50:30 AM

**City/State/Zip:** Fort Collins, Colorado 80526

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956347 - XXXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:50:33 AM

**City/State/Zip:** Boulder, Colorado 80303

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956348 - XXXXX XXXXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:50:53 AM

**City/State/Zip:** Kent, Washington 98042

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956349 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:50:55 AM

**City/State/Zip:** Spring, Texas 77388

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956350 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:51:22 AM

**City/State/Zip:** Castro Valley, California 94546

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956351 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:51:44 AM

**City/State/Zip:** Tucson, Arizona 85710

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956352 - Kevin's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 12:51:47 AM

**City/State/Zip:** Burke, Virginia 22015

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956353 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:52:41 AM

**City/State/Zip:** Chicago, Illinois 60651

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 956354 - XXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:53:05 AM

**City/State/Zip:** Cedar Hills, Utah 84062

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956367 - XXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:06:45 AM

**City/State/Zip:** Cedartown, Georgia 30125

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956359 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:57:53 AM

**City/State/Zip:** Irvine, California 92620

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 956361 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:59:21 AM

**City/State/Zip:** Madison, Tennessee 37115

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956362 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 1:00:25 AM

**City/State/Zip:** Dayton, Ohio 45415

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956363 - XXXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 1:00:43 AM

**City/State/Zip:** Schenectady, New York 12345

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956364 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 1:03:11 AM

**City/State/Zip:** Magalia, California 95954

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956366 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:05:10 AM

**City/State/Zip:** Costa Mesa, California 92627

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956368 - XXXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 1:08:09 AM

**City/State/Zip:** Summit, New Jersey 07901

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 956369 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:10:44 AM

**City/State/Zip:** Katy, Texas 77449

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956370 - XX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 1:11:51 AM

**City/State/Zip:** Westminster, Colorado 80031

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956371 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:15:54 AM

**City/State/Zip:** Northfield, Minnesota 55057

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956372 - mariebessie's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:16:10 AM

**City/State/Zip:** Philadelphia, Pennsylvania 19122

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956373 - robert's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 1:16:20 AM

**City/State/Zip:** Novato, California 94945

**Company Complaining About:** T Mobile

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## **Description**

Regulate Internet like a Utility! Treat every client Equally!

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

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Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



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**Ticket: # 956374 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:17:16 AM

**City/State/Zip:** Sparks, Nevada 89434

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 956375 - XXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 1:17:24 AM

**City/State/Zip:** Portsmouth, New Hampshire 03801

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

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Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 956376 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:17:25 AM

**City/State/Zip:** Warwick, New York 10990

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956377 - XXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:17:49 AM

**City/State/Zip:** Thornton, Colorado 80233

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956378 - XXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 1:17:56 AM

**City/State/Zip:** Center Barnstead, New Hampshire 03225

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 956379 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 1:20:55 AM

**City/State/Zip:** Seattle, Washington 98122

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

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[Ticket: # 956380 - XXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 1:21:01 AM

**City/State/Zip:** Garden Grove, California 92843

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956381 - XXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:21:10 AM

**City/State/Zip:** Hanover Park, Illinois 60133

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 956382 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:22:28 AM

**City/State/Zip:** Brooklyn, New York 11214

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 956391 - XXXXXXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:26:49 AM

**City/State/Zip:** Oakland, California 94618

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 956384 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 1:23:37 AM

**City/State/Zip:** Oceanside, California 92056

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956385 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:24:04 AM

**City/State/Zip:** Atlanta, Georgia 30342

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 956387 - XXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:24:19 AM

**City/State/Zip:** Healdton, Oklahoma 73438

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956388 - XXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:25:05 AM

**City/State/Zip:** Healdton, Oklahoma 73438

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956389 - XX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:25:06 AM

**City/State/Zip:** San Jose, California 95117

**Company Complaining About:** Comcast

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## **Description**

Was planning on becoming a new Comcast customer, but now, I'm rethinking that...

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956392 - R.Kohlin's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:26:53 AM

**City/State/Zip:** San Jose, California 95117

**Company Complaining About:** Verizon

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## **Description**

I'm a Verizon customer, but I'm seriously considering switching because of this!

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 956393 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:26:54 AM

**City/State/Zip:** Santa Rosa, California 95403

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956394 - XXXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 1:30:33 AM

**City/State/Zip:** San Pedro, California 90731

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956409 - XXXXXXXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 1:49:55 AM

**City/State/Zip:** White Plains, New York 10605

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956403 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:35:14 AM

**City/State/Zip:** Cambridge, Massachusetts 02141

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956404 - XXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 1:40:22 AM

**City/State/Zip:** West Valley City, Utah 84120

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As a Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.



These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956407 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:46:19 AM

**City/State/Zip:** San Jose, California 95116

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956408 - XXXXX XXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:48:27 AM

**City/State/Zip:** Basking Ridge, New Jersey 07920

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956411 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:52:40 AM

**City/State/Zip:** San Jose, California 95116

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956412 - XXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 1:56:05 AM

**City/State/Zip:** Thousand Oaks, California 91362

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.



These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956413 - XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:58:36 AM

**City/State/Zip:** Whitman, Massachusetts 02382

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 956416 - Kathleen's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:02:12 AM

**City/State/Zip:** Lake Forest, California 92630

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956418 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:04:01 AM

**City/State/Zip:** Seattle, Washington 98112

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956419 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:05:25 AM

**City/State/Zip:** Calexico, California 92232

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956423 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:06:09 AM

**City/State/Zip:** San Diego, California 92107

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956424 - XXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:06:11 AM

**City/State/Zip:** Aurora, Colorado 80012

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956425 - XXXXXXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:06:35 AM

**City/State/Zip:** San Diego, California 92107

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956432 - XXXXXX XXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:10:51 AM

**City/State/Zip:** Honolulu, Hawaii 96822

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956434 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:12:29 AM

**City/State/Zip:** Portland, Oregon 97202

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 956436 - XXXX XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:13:56 AM

**City/State/Zip:** Phoenix, Arizona 85022

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956437 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:14:32 AM

**City/State/Zip:** Bothell, Washington 98012

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956438 - sharon's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:16:22 AM

**City/State/Zip:** Sebastopol, California 95472

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956439 - XX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:16:53 AM

**City/State/Zip:** Henrico, Virginia 23229

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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[Ticket: # 956440 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 2:18:52 AM

**City/State/Zip:** Post Falls, Idaho 83854

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956441 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:18:57 AM

**City/State/Zip:** Opelika, Alabama 36804

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956442 - Halimah's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:21:06 AM

**City/State/Zip:** Altadena, California 91001

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956443 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:24:01 AM

**City/State/Zip:** Saint Louis, Missouri 63125

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 956444 - XXXX XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:24:30 AM

**City/State/Zip:** Gresham, Oregon 97080

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956445 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:25:23 AM

**City/State/Zip:** El Cajon, California 92020

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956446 - XXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:26:28 AM

**City/State/Zip:** Seattle, Washington 98102

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956448 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:33:36 AM

**City/State/Zip:** Bremerton, Washington 98337

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 956449 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:33:39 AM

**City/State/Zip:** Zanesville, Ohio 43701

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956451 - Robert's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:38:13 AM

**City/State/Zip:** Sacramento, California 95821

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956452 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 2:42:16 AM

**City/State/Zip:** La Conner, Washington 98257

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956453 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:44:54 AM

**City/State/Zip:** San Rafael, California 94901

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]



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**Ticket: # 956455 - XXXXXX XXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:45:57 AM

**City/State/Zip:** Granger, Indiana 46530

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956456 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:46:26 AM

**City/State/Zip:** Pittsburgh, Pennsylvania 15234

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956457 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:47:04 AM

**City/State/Zip:** Pittsburgh, Pennsylvania 15234

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956459 - XXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 2:48:20 AM

**City/State/Zip:** Durham, North Carolina 27704

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

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Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956460 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:49:48 AM

**City/State/Zip:** Jersey City, New Jersey 07304

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956461 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:50:03 AM

**City/State/Zip:** Shelton, Connecticut 06484

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 956464 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:59:37 AM

**City/State/Zip:** Yuma, Arizona 85365

**Company Complaining About:** Verizon

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## **Description**

Dear FCC,

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Sincerely, (b) [REDACTED]

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 956466 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:08:11 AM

**City/State/Zip:** Canyon Country, California 91351

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956467 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 3:10:28 AM

**City/State/Zip:** Beaumont, Texas 77706

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 956469 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 3:18:16 AM

**City/State/Zip:** Rochester, New York 14607

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 956470 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 3:18:42 AM

**City/State/Zip:** Oakland, California 94618

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956471 - XX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:19:00 AM

**City/State/Zip:** Clovis, California 93612

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956472 - Elle's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 3:19:13 AM

**City/State/Zip:** Staten Island, New York 10314

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As a Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b)

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**Ticket: # 956473 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:19:17 AM

**City/State/Zip:** Belgrade, Montana 59714

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956474 - XX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:19:21 AM

**City/State/Zip:** Clovis, California 93612

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956476 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 3:20:54 AM

**City/State/Zip:** Colorado Springs, Colorado 80911

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956477 - XX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:22:01 AM

**City/State/Zip:** Dallas, Texas 75370

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

All of the biggest ISPs are doing this (Verizon, T-Mobile, Comcast, and AT&T). My complaint below talks about AT&T because that is my home internet provider. But this also applies to all the others. No one should be able to flout the rules of Net Neutrality.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956480 - XXXXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:32:37 AM

**City/State/Zip:** Clarksville, Tennessee 37040

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956495 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:04:06 AM

**City/State/Zip:** Hanford, California 93230

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 956483 - XX XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:34:45 AM

**City/State/Zip:** Atlanta, Georgia 30340

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956484 - XXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:40:45 AM

**City/State/Zip:** West Haven, Connecticut 06516

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956498 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:28:12 AM

**City/State/Zip:** Moncks Corner, South Carolina 29461

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956491 - Jenna's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:53:51 AM

**City/State/Zip:** Valley Springs, California 95252

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956492 - XXXXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 3:58:41 AM

**City/State/Zip:** Glendale, California 91206

**Company Complaining About:** T Mobile

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## Description

(my personalized paragraph is the last one)

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

These actions prevent the internet from being a competitive and fair market. Yes the restrictions are stopping a "Free" market, but the free market does not maximize economic efficiency. A competitive market does. I need to be able to choose apps based on their quality rather than their monetary backing. The old firms must be forced to innovate or die rather than allowed to kill the competition via

barriers to entry. Please not only deal with this specific issue but the entire issue as a whole. Make sure that the rulings aren't questionable. I would suggest a systematic solution such as: Data must be treated the same regardless of source both in speed, quantity, encryption and acceptable errors. or The group can not act in such a way that it creates or moves barriers to entry for the exchange of data service.

Regardless good luck.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956493 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:59:16 AM

**City/State/Zip:** High Falls, New York 12440

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956496 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:25:48 AM

**City/State/Zip:** Philadelphia, Pennsylvania 19131

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956497 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:27:55 AM

**City/State/Zip:** Pontiac, Michigan 48340

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956499 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:33:28 AM

**City/State/Zip:** Albany, New York 12242

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956500 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:34:35 AM

**City/State/Zip:** Oklahoma City, Oklahoma 73122

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956501 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:37:21 AM

**City/State/Zip:** North Fort Myers, Florida 33917

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956502 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:45:49 AM

**City/State/Zip:** Modesto, California 95350

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.



These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956503 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:50:27 AM

**City/State/Zip:** Arvada, Colorado 80002

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956504 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:51:52 AM

**City/State/Zip:** Thousand Oaks, California 91362

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956508 - Charles's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:01:49 AM

**City/State/Zip:** Union Springs, New York 13160

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

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These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956509 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:10:55 AM

**City/State/Zip:** West Hollywood, California 90046

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

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These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

I agree with and endorse the position taken above. Allan

(b) (6)

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Ticket: # 956510 -

**Date:**

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**Ticket: # 956511 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:16:26 AM

**City/State/Zip:** Boone, Iowa 50036

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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[Ticket: # 956512 - Eric's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 5:18:42 AM

**City/State/Zip:** Oceanside, California 92057

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 956513 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 5:23:32 AM

**City/State/Zip:** Kingsley, Michigan 49649

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956514 - PHIL's complaint re: ISP Zero Rating****Date:** 5/6/2016 5:25:48 AM**City/State/Zip:** Columbus, Ohio 43230**Company Complaining About:** Verizon

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**Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (b)

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**Ticket: # 956515 - Tracy's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:26:23 AM

**City/State/Zip:** Rockford, Illinois 61107

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956533 - XXXXX XXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:25:32 AM

**City/State/Zip:** Jacksonville, Florida 32258

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956516 - Maurice's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:28:23 AM

**City/State/Zip:** Brooklyn, New York 11206

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

Maurice

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**Ticket: # 956517 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:30:22 AM

**City/State/Zip:** Norwich, Connecticut 06360

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956518 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:31:33 AM

**City/State/Zip:** Norwich, Connecticut 06360

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 956519 - ALVERA's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:40:58 AM

**City/State/Zip:** Miami Beach, Florida 33139

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 956520 - XXXXXX XXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:44:19 AM

**City/State/Zip:** Benton, Arkansas 72019

**Company Complaining About:** AT&T

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## **Description**

I agree with the below statement. I believe zero rating vs data cap systems should not be permitted.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 956522 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 5:50:58 AM

**City/State/Zip:** Onalaska, Wisconsin 54650

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956523 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:51:26 AM

**City/State/Zip:** Onalaska, Wisconsin 54650

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956532 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 6:25:09 AM

**City/State/Zip:** Fort Lauderdale, Florida 33304

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 956525 - XXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:55:19 AM

**City/State/Zip:** Grand Rapids, Michigan 49507

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 956526 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 6:01:21 AM

**City/State/Zip:** Washington, Utah 84780

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956527 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:02:39 AM

**City/State/Zip:** Fishers, Indiana 46037

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956529 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:08:36 AM

**City/State/Zip:** Miami, Florida 33133

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956530 - XXXXXXXX XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:10:42 AM

**City/State/Zip:** Perry, Georgia 31069

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 956531 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:23:57 AM

**City/State/Zip:** San Antonio, Texas 78229

**Company Complaining About:** Comcast

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## **Description**

To whom it may concern:

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

Thank you,

Michael

(b) (6)

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**Ticket: # 956534 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:27:04 AM

**City/State/Zip:** Yorktown, Virginia 23692

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956536 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:44:48 AM

**City/State/Zip:** Hobbs, New Mexico 88240

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

Luckily, Comcast is not an ISP for the area I live in, but for many -it is one of only a few choices for high-speed internet service.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956537 - XXXX XXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 6:54:57 AM

**City/State/Zip:** Loveland, Colorado 80538

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.



These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956538 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:55:16 AM

**City/State/Zip:** Lerona, West Virginia 25971

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956539 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:00:06 AM

**City/State/Zip:** Redondo Beach, California 90277

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 956540 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:06:14 AM

**City/State/Zip:** Woodridge, Illinois 60517

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 956541 - XXXXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:07:36 AM

**City/State/Zip:** Dansville, New York 14437

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 956542 - XXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:10:01 AM

**City/State/Zip:** Oklahoma City, Oklahoma 73118

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956543 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 7:10:15 AM

**City/State/Zip:** Hackett, Arkansas 72937

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956545 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:12:47 AM

**City/State/Zip:** Miami, Florida 33126

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956546 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 7:16:01 AM

**City/State/Zip:** Seattle, Washington 98125

**Company Complaining About:** T Mobile

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## Description

Shame on you T-Mo! This kind of underhanded traffic filtering and bullying is the realm of CONCast, not your corporation. Stop this illegal crap! We already went over this last year when the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956547 - XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 7:19:26 AM

**City/State/Zip:** Atlanta, Georgia 30329

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.



These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956548 - Rachel's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:21:47 AM

**City/State/Zip:** Southampton, New York 11969

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 956551 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:22:48 AM

**City/State/Zip:** Blandon, Pennsylvania 19510

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956566 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:26:26 AM

**City/State/Zip:** Marlboro, New Jersey 07746

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956580 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:32:35 AM

**City/State/Zip:** Minneapolis, Minnesota 55428

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 956581 - XX XXXXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:34:37 AM

**City/State/Zip:** Burbank, California 91510

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956583 - XXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 7:35:27 AM

**City/State/Zip:** Boulder, Colorado 80303

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956584 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:35:46 AM

**City/State/Zip:** Boulder, Colorado 80303

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956585 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:37:24 AM

**City/State/Zip:** Lafayette, Louisiana 70508

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956587 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:47:55 AM

**City/State/Zip:** Nixa, Missouri 65714

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



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(b) (6)

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**Ticket: # 956588 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:49:56 AM

**City/State/Zip:** Duluth, Georgia 30096

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956594 - XXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:53:09 AM

**City/State/Zip:** Austin, Texas 78723

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956595 - XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:53:34 AM

**City/State/Zip:** Purcellville, Virginia 20132

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956599 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:54:13 AM

**City/State/Zip:** Saint Joseph, Michigan 49085

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956602 - XXXXXXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:56:10 AM

**City/State/Zip:** Kalamazoo, Michigan 49007

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 956604 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:58:53 AM

**City/State/Zip:** Indianapolis, Indiana 46224

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956608 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:01:33 AM

**City/State/Zip:** Port Crane, New York 13833

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 956610 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:03:31 AM

**City/State/Zip:** Ellwood City, Pennsylvania 16117

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.



These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 956611 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:04:24 AM

**City/State/Zip:** Royal Palm Beach, Florida 33411

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956613 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 8:08:24 AM

**City/State/Zip:** Hailey, Idaho 83333

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I demand that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans must to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 956616 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:11:48 AM

**City/State/Zip:** Westlake, Ohio 44145

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956617 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:12:35 AM

**City/State/Zip:** Sandusky, Michigan 48471

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

There's ZERO competition going on, and you need to do something about making it easier for competition to occur, or reigning in these monopolists!

(b) (6)

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**Ticket: # 956618 - XXXXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:12:58 AM

**City/State/Zip:** Appleton, Wisconsin 54915

**Company Complaining About:** Verizon

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## **Description**

Verizon is my cell phone provider. I had no idea they were attempting to circumvent net neutrality. I want to make an informed decision whether to continue with them, as my contract is up. For this reason, please do not review their actions behind closed doors. See below for more information about these concerns. Thank you.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet

loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956621 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 8:17:51 AM

**City/State/Zip:** Orange City, Iowa 51041

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956622 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 8:19:32 AM

**City/State/Zip:** Marietta, Georgia 30066

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956626 - X XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:21:49 AM

**City/State/Zip:** Miami, Florida 33133

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956627 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:22:24 AM

**City/State/Zip:** New York, New York 10034

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956628 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:22:36 AM

**City/State/Zip:** New Kensington, Pennsylvania 15068

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956629 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:23:16 AM

**City/State/Zip:** Albany, New York 12208

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956636 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 8:26:43 AM

**City/State/Zip:** Summerville, South Carolina 29485

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have, and it's exactly the kind of Internet that Title II classification was meant to prevent.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites (and users!) to pay up. As these programs put the squeeze on content creators to pay for preferred availability to customers, they also ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish a third party (the consumer) for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T and other ISPs for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.



These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956637 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:27:13 AM

**City/State/Zip:** Atlanta, Georgia 30331

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956638 - XXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:29:05 AM

**City/State/Zip:** Chicago, Illinois 60618

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956639 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:30:23 AM

**City/State/Zip:** Asheville, North Carolina 28806

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956640 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:32:24 AM

**City/State/Zip:** Muncie, Indiana 47302

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956646 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:37:40 AM

**City/State/Zip:** Fairfield, Vermont 05455

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.



These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956647 - XXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:38:27 AM

**City/State/Zip:** Auburn, Washington 98092

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956649 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:38:56 AM

**City/State/Zip:** Cottage Grove, Wisconsin 53527

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As a Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956650 - XXXX XXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:39:10 AM

**City/State/Zip:** Princeton Junction, New Jersey 08550

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 956651 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:39:23 AM

**City/State/Zip:** Cottage Grove, Wisconsin 53527

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956652 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:42:08 AM

**City/State/Zip:** Denver, Colorado 80209

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956653 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:43:18 AM

**City/State/Zip:** Somerville, Massachusetts 02143

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956654 - XXXXXXXXXXXXXXXXXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:44:10 AM

**City/State/Zip:** Topeka, Kansas 66605

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 956655 - todd's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 8:44:38 AM

**City/State/Zip:** Eugene, Oregon 97404

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b)

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**Ticket: # 956656 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:47:35 AM

**City/State/Zip:** Missoula, Montana 59801

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956679 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:02:35 AM

**City/State/Zip:** Lincoln, Nebraska 68508

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956657 - Patricia's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:49:57 AM

**City/State/Zip:** Oakland, California 94610

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956660 - XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:53:36 AM

**City/State/Zip:** Coral Springs, Florida 33065

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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[Ticket: # 956663 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 8:54:32 AM

**City/State/Zip:** Fort Wayne, Indiana 46825

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956664 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:54:48 AM

**City/State/Zip:** Austin, Texas 78724

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956665 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:54:56 AM

**City/State/Zip:** Passaic, New Jersey 07055

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956666 - XXXXXXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:55:16 AM

**City/State/Zip:** Phoenix, Arizona 85006

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.



These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956667 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:55:28 AM

**City/State/Zip:** Oak Park, Michigan 48237

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956668 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:56:09 AM

**City/State/Zip:** Fort Wayne, Indiana 46825

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956670 - XXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:59:11 AM

**City/State/Zip:** Brandon, Mississippi 39047

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956673 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:00:25 AM

**City/State/Zip:** Austin, Texas 78722

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956674 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:00:46 AM

**City/State/Zip:** Covington, Kentucky 41011

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956677 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:02:06 AM

**City/State/Zip:** Newport News, Virginia 23602

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956678 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:02:29 AM

**City/State/Zip:** Perry Hall, Maryland 21128

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956680 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:02:41 AM

**City/State/Zip:** Brookhaven, Georgia 30329

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 956682 - XXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:02:56 AM

**City/State/Zip:** Powell, Tennessee 37849

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956683 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:02:59 AM

**City/State/Zip:** Bellingham, Washington 98227

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956684 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:03:15 AM

**City/State/Zip:** Estes Park, Colorado 80517

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956685 - XXXXX XXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:03:32 AM

**City/State/Zip:** Niwot, Colorado 80503

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 956686 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:03:46 AM

**City/State/Zip:** Prescott, Arizona 86301

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 956687 - Joe's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:03:56 AM

**City/State/Zip:** San Ramon, California 94582

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b)

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**Ticket: # 956688 - Jay's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:03:58 AM

**City/State/Zip:** San Jose, California 95128

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b)

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**Ticket: # 956689 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:03:59 AM

**City/State/Zip:** New York, New York 10011

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 956690 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:04:01 AM

**City/State/Zip:** Gresham, Oregon 97080

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956691 - XXXX XXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:04:04 AM

**City/State/Zip:** Spencer, New York 14883

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED] (b)

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**Ticket: # 956692 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:04:04 AM

**City/State/Zip:** Rahway, New Jersey 07065

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956693 - XXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:04:18 AM

**City/State/Zip:** New Port Richey, Florida 34652

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

Bill Cason

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**Ticket: # 956694 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:04:23 AM

**City/State/Zip:** San Francisco, California 94131

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956695 - XXXXXXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:04:28 AM

**City/State/Zip:** Egg Harbor Township, New Jersey 08234

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956697 - XXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:04:33 AM

**City/State/Zip:** Citrus Heights, California 95610

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956698 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:04:36 AM

**City/State/Zip:** New York, New York 10036

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956699 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:04:36 AM

**City/State/Zip:** Minneapolis, Minnesota 55411

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 956700 - XXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:04:46 AM

**City/State/Zip:** Naperville, Illinois 60565

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956701 - XXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:04:47 AM

**City/State/Zip:** Budd Lake, New Jersey 07828

**Company Complaining About:** T Mobile

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## **Description**

Hey, seriously. This is not right.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956702 - XXXXXXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:04:48 AM

**City/State/Zip:** Egg Harbor Township, New Jersey 08234

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956703 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:04:49 AM

**City/State/Zip:** North Richland Hills, Texas 76180

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956704 - XXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:04:51 AM

**City/State/Zip:** Providence, Rhode Island 02908

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956705 - XXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:04:54 AM

**City/State/Zip:** Cape Elizabeth, Maine 04107

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956706 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:04:56 AM

**City/State/Zip:** New Windsor, New York 12553

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957181 - Mark's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:10:35 AM

**City/State/Zip:** Surprise, Arizona 85379

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b)

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**Ticket: # 956708 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:05:15 AM

**City/State/Zip:** Washington, District Of Columbia 20016

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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[Ticket: # 956709 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:05:22 AM

**City/State/Zip:** Chestertown, New York 12817

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956710 - XXXXXXXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:05:28 AM

**City/State/Zip:** Portage, Michigan 49002

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email. This isn't going to go away.

(b) (6) [REDACTED]

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[Ticket: # 956711 - XXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:05:35 AM

**City/State/Zip:** Sheboygan Falls, Wisconsin 53085

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As a Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956712 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:05:35 AM

**City/State/Zip:** Forest Hills, New York 11375

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 956713 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:05:37 AM

**City/State/Zip:** West Chester, Pennsylvania 19382

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956714 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:05:53 AM

**City/State/Zip:** Memphis, Tennessee 38134

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956715 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:05:59 AM

**City/State/Zip:** Wapakoneta, Ohio 45895

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956716 - XXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:06:01 AM

**City/State/Zip:** Bardonia, New York 10954

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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[Ticket: # 956719 - XXXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:06:10 AM

**City/State/Zip:** Apex, North Carolina 27502

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956720 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:06:15 AM

**City/State/Zip:** Hewlett, New York 11557

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956721 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:06:20 AM

**City/State/Zip:** Essex, Maryland 21221

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956722 - XXXXXXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:06:25 AM

**City/State/Zip:** Ashburn, Virginia 20148

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956723 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:06:33 AM

**City/State/Zip:** Baltimore, Maryland 21212

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 956733 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:07:35 AM

**City/State/Zip:** Macungie, Pennsylvania 18062

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956724 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:06:46 AM

**City/State/Zip:** Brookline, Massachusetts 02446

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956725 - XXXXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:07:04 AM

**City/State/Zip:** Bismarck, North Dakota 58503

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956726 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:07:08 AM

**City/State/Zip:** Omaha, Nebraska 68132

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956727 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:07:17 AM

**City/State/Zip:** Pittsburgh, Pennsylvania 15236

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956728 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:07:19 AM

**City/State/Zip:** Sarasota, Florida 34231

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956729 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:07:22 AM

**City/State/Zip:** Westerly, Rhode Island 02891

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956731 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:07:25 AM

**City/State/Zip:** Pinellas Park, Florida 33782

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956732 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:07:29 AM

**City/State/Zip:** Philadelphia, Pennsylvania 19148

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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[Ticket: # 956734 - XXXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:07:37 AM

**City/State/Zip:** Bismarck, North Dakota 58503

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956735 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:07:37 AM

**City/State/Zip:** Des Moines, Iowa 50317

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956736 - XXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:07:44 AM

**City/State/Zip:** Chicago, Illinois 60622

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956737 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:07:51 AM

**City/State/Zip:** San Diego, California 92102

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956738 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:07:57 AM

**City/State/Zip:** Des Moines, Iowa 50317

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956739 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:07:58 AM

**City/State/Zip:** Chicago, Illinois 60613

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

Seriously stop trying to control every ones lives, and give the government and the US people our money back that you stole. This is why you have no friends Comcast.

(b) (6)

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**Ticket: # 956740 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:07:59 AM

**City/State/Zip:** Pittsburgh, Pennsylvania 15217

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate. The internet was created to facilitate the free exchange of information, not to restrict speech and make money for telecoms.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 956741 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:08:00 AM

**City/State/Zip:** Owings Mills, Maryland 21117

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956742 - Jackie's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:08:07 AM

**City/State/Zip:** Lakeway, Texas 78734

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956743 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:08:08 AM

**City/State/Zip:** Greenville, North Carolina 27858

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956744 - XXXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:08:13 AM

**City/State/Zip:** Troy, Indiana 47588

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 956745 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:08:19 AM

**City/State/Zip:** Bisbee, Arizona 85603

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956746 - XXXX XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:08:21 AM

**City/State/Zip:** Fairfax, Virginia 22033

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956747 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:08:25 AM

**City/State/Zip:** Los Angeles, California 90044

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 956748 - XXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:08:26 AM

**City/State/Zip:** Chillicothe, Ohio 45601

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)



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**Ticket: # 956749 - XXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:08:27 AM

**City/State/Zip:** Durham, North Carolina 27705

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 956750 - XXXXXXXXX XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:08:28 AM

**City/State/Zip:** Tallahassee, Florida 32301

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 956751 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:08:30 AM

**City/State/Zip:** Kimberly, Wisconsin 54136

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956752 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:08:38 AM

**City/State/Zip:** Hamburg, New York 14075

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)



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**Ticket: # 956753 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:08:42 AM

**City/State/Zip:** Oxford, Michigan 48371

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956754 - XXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:08:43 AM

**City/State/Zip:** Stratford, Connecticut 06615

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956755 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:08:43 AM

**City/State/Zip:** Philadelphia, Pennsylvania 19115

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

I'd appreciate it if you could contact me via email or phone at your earliest opportunity. My email address is (b) (6) and my phone number is (b) (6)

Thank you very much and I await your reply.

(b) (6)

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**Ticket: # 956756 - Jon's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:08:56 AM

**City/State/Zip:** New York, New York 10028

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 956757 - XXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:08:57 AM

**City/State/Zip:** Durham, North Carolina 27705

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956758 - XXXXXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:09:00 AM

**City/State/Zip:** La Mesa, California 91941

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 956759 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:09:01 AM

**City/State/Zip:** Toledo, Ohio 43610

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956760 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:09:06 AM

**City/State/Zip:** Cypress, Texas 77429

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 956761 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:09:09 AM

**City/State/Zip:** Seattle, Washington 98115

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 956762 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:09:20 AM

**City/State/Zip:** Mishawaka, Indiana 46546

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956764 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:09:27 AM

**City/State/Zip:** Renton, Washington 98059

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956765 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:09:50 AM

**City/State/Zip:** Green Bay, Wisconsin 54311

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 956766 - XXXX XXXXXXXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:09:51 AM

**City/State/Zip:** Cato, New York 13033

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956767 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:10:02 AM

**City/State/Zip:** Fair Lawn, New Jersey 07410

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956768 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:10:09 AM

**City/State/Zip:** Pembroke Pines, Florida 33024

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 956769 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:10:14 AM

**City/State/Zip:** Shreveport, Louisiana 71107

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 956770 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:10:15 AM

**City/State/Zip:** Hampton, Virginia 23666

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956771 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:10:16 AM

**City/State/Zip:** Santa Rosa, California 95403

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956772 - XXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:10:17 AM

**City/State/Zip:** Pittsfield, Massachusetts 01201

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956773 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:10:19 AM

**City/State/Zip:** Portland, Maine 04112

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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[Ticket: # 956774 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:10:20 AM

**City/State/Zip:** Roseburg, Oregon 97470

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 956775 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:10:24 AM

**City/State/Zip:** Bowie, Maryland 20715

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956776 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:10:32 AM

**City/State/Zip:** Grand Rapids, Michigan 49525

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956777 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:10:38 AM

**City/State/Zip:** Vero Beach, Florida 32960

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956778 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:10:50 AM

**City/State/Zip:** Lennon, Michigan 48449

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956779 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:10:53 AM

**City/State/Zip:** Schaumburg, Illinois 60193

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956780 - Steven's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:10:54 AM

**City/State/Zip:** Magnolia, Texas 77354

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956781 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:10:55 AM

**City/State/Zip:** Brooklyn, New York 11206

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956790 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:11:44 AM

**City/State/Zip:** Arden, North Carolina 28704

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956782 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:10:57 AM

**City/State/Zip:** Grand Rapids, Michigan 49525

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956783 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:11:00 AM

**City/State/Zip:** Milwaukee, Wisconsin 53207

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956784 - XXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:11:01 AM

**City/State/Zip:** Saint Paul, Minnesota 55104

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956785 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:11:11 AM

**City/State/Zip:** Oakwood, Ohio 45419

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956786 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:11:16 AM

**City/State/Zip:** Redondo Beach, California 90277

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 956787 - XXXXXXXXXXXX XXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:11:22 AM

**City/State/Zip:** Campbell, California 95008

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956788 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:11:23 AM

**City/State/Zip:** Sandston, Virginia 23150

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956789 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:11:33 AM

**City/State/Zip:** Chagrin Falls, Ohio 44022

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. \*\*\*I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.\*\*\*

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956791 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:11:53 AM

**City/State/Zip:** Chicago, Illinois 60610

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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[Ticket: # 956792 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:12:02 AM

**City/State/Zip:** Birmingham, Alabama 35244

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956793 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:12:05 AM

**City/State/Zip:** Aptos, California 95003

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956794 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:12:08 AM

**City/State/Zip:** Oakley, California 94561

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956795 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:12:09 AM

**City/State/Zip:** Denver, Colorado 80220

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956796 - Nicholas's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:12:09 AM

**City/State/Zip:** East Dundee, Illinois 60118

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956797 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:12:10 AM

**City/State/Zip:** Leverett, Massachusetts 01054

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956798 - Daniel's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:12:21 AM

**City/State/Zip:** Albuquerque, New Mexico 87110

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956799 - XXXXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:12:32 AM

**City/State/Zip:** Nashville, Tennessee 37203

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 956800 - XXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:12:40 AM

**City/State/Zip:** Oneonta, New York 13820

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956801 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:12:52 AM

**City/State/Zip:** Rocky Point, North Carolina 28457

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 956802 - XXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:12:54 AM

**City/State/Zip:** Cherry Hill, New Jersey 08034

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 956803 - XXXXXX XXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:13:01 AM

**City/State/Zip:** Lake Forest, Illinois 60045

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 956804 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:13:02 AM

**City/State/Zip:** Salem, Oregon 97302

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

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Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)



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**Ticket: # 956813 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:13:38 AM

**City/State/Zip:** Goshen, Indiana 46526

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

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Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 956814 - XXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:13:39 AM

**City/State/Zip:** Toledo, Ohio 43623

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 956806 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:13:12 AM

**City/State/Zip:** Atlanta, Georgia 30337

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 956807 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:13:15 AM

**City/State/Zip:** Fairport, New York 14450

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)



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**Ticket: # 956808 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:13:24 AM

**City/State/Zip:** Albuquerque, New Mexico 87111

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

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Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

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**Ticket: # 956809 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:13:24 AM

**City/State/Zip:** South Dartmouth, Massachusetts 02748

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

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(b) (6)

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[Ticket: # 956810 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:13:26 AM

**City/State/Zip:** Sutton, Vermont 05867

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

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**Ticket: # 956811 - XXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:13:31 AM

**City/State/Zip:** Cinnaminson, New Jersey 08077

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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[Ticket: # 956812 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:13:37 AM

**City/State/Zip:** Mc Connellsburg, Pennsylvania 17233

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956815 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:13:40 AM

**City/State/Zip:** Fairport, New York 14450

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956816 - XXXXX XX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:13:42 AM

**City/State/Zip:** Brooklyn, New York 11215

**Company Complaining About:** Comcast

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## **Description**

Whoa!!! I understand that just last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956817 - XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:13:45 AM

**City/State/Zip:** Whitehall, Pennsylvania 18052

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956892 - XXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:21:22 AM

**City/State/Zip:** Ilion, New York 13357

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 956819 - X XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:13:51 AM

**City/State/Zip:** Boynton Beach, Florida 33436

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956820 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:13:53 AM

**City/State/Zip:** Buffalo, New York 14214

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956821 - XXXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:13:57 AM

**City/State/Zip:** Garland, Texas 75040

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 956822 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:13:58 AM

**City/State/Zip:** Greenbelt, Maryland 20770

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956823 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:13:59 AM

**City/State/Zip:** Scottsdale, Arizona 85257

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.



These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956824 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:14:04 AM

**City/State/Zip:** Hood River, Oregon 97031

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956825 - XXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:14:07 AM

**City/State/Zip:** Falls Church, Virginia 22044

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956827 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:14:16 AM

**City/State/Zip:** Saint Paul, Minnesota 55106

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956828 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:14:20 AM

**City/State/Zip:** Chicago, Illinois 60645

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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[Ticket: # 956829 - XXXXXX XX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:14:22 AM

**City/State/Zip:** Hoboken, New Jersey 07030

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956830 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:14:31 AM

**City/State/Zip:** Cherry Hill, New Jersey 08003

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956831 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:14:39 AM

**City/State/Zip:** Columbus, Ohio 43206

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956832 - XXXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:14:41 AM

**City/State/Zip:** Garland, Texas 75040

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]



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**Ticket: # 956833 - XXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:14:53 AM

**City/State/Zip:** Jacksonville, Florida 32217

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956834 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:14:59 AM

**City/State/Zip:** Macon, Illinois 62544

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956835 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:15:00 AM

**City/State/Zip:** Miami, Florida 33131

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956836 - XXXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:15:08 AM

**City/State/Zip:** Indianapolis, Indiana 46237

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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[Ticket: # 956837 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:15:20 AM

**City/State/Zip:** Laramie, Wyoming 82072

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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[Ticket: # 956838 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:15:22 AM

**City/State/Zip:** Rochester, New York 14624

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956839 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:15:28 AM

**City/State/Zip:** Laramie, Wyoming 82072

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956840 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:15:36 AM

**City/State/Zip:** Buffalo, New York 14214

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956841 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:15:55 AM

**City/State/Zip:** Furlong, Pennsylvania 18925

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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[Ticket: # 956842 - Helen's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:16:02 AM

**City/State/Zip:** Denver, Colorado 80209

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956843 - XXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:16:03 AM

**City/State/Zip:** Menlo Park, California 94025

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956844 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:16:08 AM

**City/State/Zip:** Doral, Florida 33178

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956846 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:16:20 AM

**City/State/Zip:** Grandville, Michigan 49418

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 956847 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:16:33 AM

**City/State/Zip:** Baltimore, Maryland 21212

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956848 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:16:36 AM

**City/State/Zip:** Sammamish, Washington 98074

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956850 - XXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:16:50 AM

**City/State/Zip:** Atlanta, Georgia 30324

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956851 - Matthew's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:16:57 AM

**City/State/Zip:** Nashville, Tennessee 37205

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 956852 - XXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:17:17 AM

**City/State/Zip:** Brooklyn, New York 11228

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

Gregory Gonsowski

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[Ticket: # 956853 - XXXX XXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:17:25 AM

**City/State/Zip:** Alpharetta, Georgia 30022

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956854 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:17:27 AM

**City/State/Zip:** Langley, Washington 98260

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956855 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:17:29 AM

**City/State/Zip:** Cleveland, Ohio 44121

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956856 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:17:32 AM

**City/State/Zip:** Playa Del Rey, California 90293

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.



These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956857 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:17:34 AM

**City/State/Zip:** Boston, Massachusetts 02128

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956858 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:17:41 AM

**City/State/Zip:** Atlanta, Georgia 30324

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956861 - Helen's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:17:46 AM

**City/State/Zip:** Denver, Colorado 80209

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956863 - XXXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:17:53 AM

**City/State/Zip:** Woodland Hills, California 91367

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.



These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956864 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:17:58 AM

**City/State/Zip:** Saint Petersburg, Florida 33704

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 956866 - XXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:18:00 AM

**City/State/Zip:** Salt Lake City, Utah 84116

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 956867 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:18:03 AM

**City/State/Zip:** Toledo, Ohio 43610

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956869 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:18:20 AM

**City/State/Zip:** Saint Petersburg, Florida 33707

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 956870 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:18:31 AM

**City/State/Zip:** Wilmington, North Carolina 28403

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956871 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:18:41 AM

**City/State/Zip:** Oakland, California 94618

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956872 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:18:45 AM

**City/State/Zip:** Concord, North Carolina 28027

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956873 - XX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:18:45 AM

**City/State/Zip:** Nashville, Tennessee 37220

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 956875 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:18:57 AM

**City/State/Zip:** Saint Louis, Missouri 63114

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956876 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:19:18 AM

**City/State/Zip:** Chandler, Arizona 85225

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956877 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:19:22 AM

**City/State/Zip:** Clintwood, Virginia 24228

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956878 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:19:40 AM

**City/State/Zip:** Moline, Illinois 61265

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956879 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:19:42 AM

**City/State/Zip:** Greenbelt, Maryland 20770

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956880 - XX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:19:42 AM

**City/State/Zip:** Lake Mills, Wisconsin 53551

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956881 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:19:43 AM

**City/State/Zip:** Sioux Falls, South Dakota 57103

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956882 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:19:43 AM

**City/State/Zip:** Cambridge, Massachusetts 02139

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956883 - XXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:19:49 AM

**City/State/Zip:** Fremont, California 94536

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956884 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:19:51 AM

**City/State/Zip:** Royersford, Pennsylvania 19468

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956893 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:21:26 AM

**City/State/Zip:** Las Cruces, New Mexico 88005

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956886 - XXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:20:10 AM

**City/State/Zip:** Clermont, Florida 34711

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956887 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:20:14 AM

**City/State/Zip:** Hull, Massachusetts 02045

**Company Complaining About:** Verizon

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## Description

We've lost our representation in government to lobbyists and citizens united now we're going to lose the only tool left to get it back. I agree with everything said below. Please don't let this happen.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.



These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956888 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:20:34 AM

**City/State/Zip:** Chicago, Illinois 60645

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956889 - XXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:20:57 AM

**City/State/Zip:** Boston, Massachusetts 02128

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956890 - XXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:20:59 AM

**City/State/Zip:** Novi, Michigan 48375

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956891 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:21:15 AM

**City/State/Zip:** Caseyville, Illinois 62232

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 956902 - Robert's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:22:44 AM

**City/State/Zip:** Cocolalla, Idaho 83813

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956895 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:21:28 AM

**City/State/Zip:** Chicago, Illinois 60625

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956896 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:21:44 AM

**City/State/Zip:** Denver, Colorado 80236

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956897 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:21:55 AM

**City/State/Zip:** Decatur, Georgia 30033

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



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(b) (6)

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**Ticket: # 956898 - XXXXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:21:56 AM

**City/State/Zip:** Brooklyn, New York 11205

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 956899 - XXXX XX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:22:07 AM

**City/State/Zip:** Vancouver, Washington 98663

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956900 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:22:17 AM

**City/State/Zip:** Knoxville, Tennessee 37912

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956901 - XXXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:22:22 AM

**City/State/Zip:** Buffalo Grove, Illinois 60089

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956903 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:22:47 AM

**City/State/Zip:** Harrisville, Michigan 48740

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956904 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:22:56 AM

**City/State/Zip:** Carlsbad, California 92008

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956905 - XXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:23:13 AM

**City/State/Zip:** Salt Lake City, Utah 84125

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956906 - XXXXXXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:23:13 AM

**City/State/Zip:** Silverdale, Washington 98383

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1586131 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:43:38 PM

**City/State/Zip:** Two Rivers, Wisconsin 54241

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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[Ticket: # 956907 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:23:13 AM

**City/State/Zip:** West Palm Beach, Florida 33401

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956908 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:23:17 AM

**City/State/Zip:** Round Lake Beach, Illinois 60073

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 956910 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:23:34 AM

**City/State/Zip:** Ithaca, New York 14852

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 956912 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:23:34 AM

**City/State/Zip:** Allston, Massachusetts 02134

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956913 - XXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:23:34 AM

**City/State/Zip:** Seattle, Washington 98144

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956914 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:23:58 AM

**City/State/Zip:** Irvine, California 92620

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956915 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:23:58 AM

**City/State/Zip:** Eugene, Oregon 97404

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956916 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:24:00 AM

**City/State/Zip:** Carlsbad, California 92008

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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[Ticket: # 956917 - XXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:24:13 AM

**City/State/Zip:** Monroe, New York 10950

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956919 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:24:25 AM

**City/State/Zip:** Granby, Connecticut 06035

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956929 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:25:16 AM

**City/State/Zip:** Brooklyn, New York 11217

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 956920 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:24:28 AM

**City/State/Zip:** La Vergne, Tennessee 37086

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)



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**Ticket: # 956921 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:24:33 AM

**City/State/Zip:** Terrebonne, Oregon 97760

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 956922 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:24:34 AM

**City/State/Zip:** Taylor, Mississippi 38673

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 956923 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:24:41 AM

**City/State/Zip:** Chicago, Illinois 60609

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

Daniel Barton

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**Ticket: # 1586134 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:44:11 PM

**City/State/Zip:** Altadena, California 91001

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 956924 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:24:42 AM

**City/State/Zip:** Staten Island, New York 10302

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.



These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956925 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:24:44 AM

**City/State/Zip:** Columbus, Ohio 43229

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 956926 - XXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:24:58 AM

**City/State/Zip:** Cary, North Carolina 27511

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 956927 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:25:00 AM

**City/State/Zip:** Columbus, Ohio 43229

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956928 - XXX X's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:25:06 AM

**City/State/Zip:** Denver, Colorado 80209

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 956930 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:25:26 AM

**City/State/Zip:** Miami, Florida 33175

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 956931 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:25:39 AM

**City/State/Zip:** Simi Valley, California 93063

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 956932 - XXXXXXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:25:43 AM

**City/State/Zip:** San Antonio, Texas 78240

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956933 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:25:49 AM

**City/State/Zip:** Jamaica, New York 11435

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 956934 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:25:54 AM

**City/State/Zip:** Silver Spring, Maryland 20904

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956935 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:26:11 AM

**City/State/Zip:** Sun Prairie, Wisconsin 53590

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956936 - XXXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:26:19 AM

**City/State/Zip:** Dublin, New Hampshire 03444

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 956937 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:26:21 AM

**City/State/Zip:** Clayton, New Jersey 08312

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)



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**Ticket: # 956938 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:26:23 AM

**City/State/Zip:** Coopersville, Michigan 49404

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956939 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:26:33 AM

**City/State/Zip:** Saint Simons Island, Georgia 31522

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956940 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:26:48 AM

**City/State/Zip:** Indianapolis, Indiana 46237

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956941 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:26:54 AM

**City/State/Zip:** Philadelphia, Pennsylvania 19135

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 956952 - Jeremy's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:27:57 AM

**City/State/Zip:** West Sacramento, California 95691

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956942 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:26:57 AM

**City/State/Zip:** New York, New York 10001

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956943 - XX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:26:58 AM

**City/State/Zip:** Montgomery, Alabama 36109

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956944 - XXXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:27:06 AM

**City/State/Zip:** Maple City, Michigan 49664

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]



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**Ticket: # 956945 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:27:10 AM

**City/State/Zip:** Orlando, Florida 32837

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956947 - XXXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:27:16 AM

**City/State/Zip:** Putney, Vermont 05346

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 956948 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:27:17 AM

**City/State/Zip:** Marietta, Georgia 30060

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956949 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:27:30 AM

**City/State/Zip:** Greensboro, North Carolina 27407

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 956950 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:27:37 AM

**City/State/Zip:** Las Vegas, Nevada 89108

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956951 - XXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:27:43 AM

**City/State/Zip:** Ashland City, Tennessee 37015

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956956 - XXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:28:11 AM

**City/State/Zip:** Garland, Texas 75043

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956957 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:28:11 AM

**City/State/Zip:** Brooklyn, New York 11233

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956958 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:28:24 AM

**City/State/Zip:** Boston, Massachusetts 02115

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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[Ticket: # 956959 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:28:41 AM

**City/State/Zip:** Piney Flats, Tennessee 37686

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956960 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:28:48 AM

**City/State/Zip:** Westminster, Colorado 80020

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956961 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:28:59 AM

**City/State/Zip:** Piney Flats, Tennessee 37686

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1586173 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:51:15 PM

**City/State/Zip:** Carrollton, Texas 75006

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

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[Ticket: # 956962 - XXXX XXXXXXXXXX 's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:29:25 AM

**City/State/Zip:** Aurora, Illinois 60506

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 956963 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:29:28 AM

**City/State/Zip:** Miami, Florida 33186

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956964 - XXXXXXXXXXXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:29:31 AM

**City/State/Zip:** Naperville, Illinois 60565

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956965 - X XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:29:46 AM

**City/State/Zip:** Portland, Oregon 97225

**Company Complaining About:** Verizon

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## **Description**

We want a free and fair internet, not one controlled by big providers who will deform it for their profit at our expense.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956966 - Terry's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:29:49 AM

**City/State/Zip:** New York, New York 10022

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 956968 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:30:08 AM

**City/State/Zip:** Paterson, New Jersey 07514

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 956970 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:30:51 AM

**City/State/Zip:** French Lick, Indiana 47432

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 956971 - John's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:30:57 AM

**City/State/Zip:** Berkeley, California 94703

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 956973 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:31:13 AM

**City/State/Zip:** Flippin, Arkansas 72634

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956974 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:31:14 AM

**City/State/Zip:** Gloucester, Massachusetts 01930

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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[Ticket: # 956975 - XXXXXXXX XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:31:14 AM

**City/State/Zip:** Albuquerque, New Mexico 87112

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

No corporation should have control over the internet, its use, or set prices.

(b) (6)

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[Ticket: # 956976 - XXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:31:22 AM

**City/State/Zip:** Waterbury, Connecticut 06708

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956977 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:31:31 AM

**City/State/Zip:** Rockwall, Texas 75087

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 956978 - XXXXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:32:04 AM

**City/State/Zip:** Sterling, Illinois 61081

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 1586188 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:54:16 PM

**City/State/Zip:** Parker, Colorado 80134

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

**(b) (6)**

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**Ticket: # 956979 - XXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:32:17 AM

**City/State/Zip:** Washington, District Of Columbia 20002

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956980 - XXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:32:18 AM

**City/State/Zip:** Oakland, California 94611

**Company Complaining About:** Comcast

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## **Description**

Controlling these powerful communications corporations is so important! Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956981 - XXXXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:32:20 AM

**City/State/Zip:** Sterling, Illinois 61081

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956984 - XXXX XXXXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:32:48 AM

**City/State/Zip:** Durham, California 95938

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956985 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:32:58 AM

**City/State/Zip:** Chapel Hill, North Carolina 27516

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956986 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:33:00 AM

**City/State/Zip:** Marietta, Georgia 30066

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1586191 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:54:53 PM

**City/State/Zip:** New York, New York 10023

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 956987 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:33:29 AM

**City/State/Zip:** Brooklyn, New York 11218

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956988 - Doug's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:33:42 AM

**City/State/Zip:** Streamwood, Illinois 60107

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

**(b) (6)**



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**Ticket: # 956989 - XXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:33:44 AM

**City/State/Zip:** Portage, Michigan 49024

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 956990 - XXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:33:49 AM

**City/State/Zip:** Milwaukee, Wisconsin 53217

**Company Complaining About:** AT&T

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## **Description**

I will leave the pre-written script intact and add a simple covering comment. When the FCC supported and protected Net Neutrality last year its intent was patently clear; the internet must remain a level playing field for everyone. No underhanded dissimulation, no matter what it's called, should/can be allowed which inequitably caps data flow. Instead of investing in more competitive infrastructure our communications monopolies want to just rake in profits.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet

loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956991 - XXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:34:02 AM

**City/State/Zip:** Lehigh Acres, Florida 33936

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956992 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:34:04 AM

**City/State/Zip:** Salem, New York 12865

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956993 - X XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:34:09 AM

**City/State/Zip:** Croydon, Pennsylvania 19021

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956994 - XXXX X's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:34:14 AM

**City/State/Zip:** Seattle, Washington 98133

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956995 - XXXX X's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:34:33 AM

**City/State/Zip:** Seattle, Washington 98133

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956996 - Katherine Werner's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:34:35 AM

**City/State/Zip:** Waitsfield, Vermont 05673

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 956997 - Tom's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:34:36 AM

**City/State/Zip:** Westfield, New Jersey 07090

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 956998 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:34:51 AM

**City/State/Zip:** Henderson, Nevada 89015

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 956999 - XXXX XXXXXXXXXXXX 's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:34:53 AM

**City/State/Zip:** Massillon, Ohio 44646

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957000 - XXX X's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:35:03 AM

**City/State/Zip:** Waterbury, Connecticut 06705

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T, Verizon, Comcast, & T Mobile are breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957001 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:35:14 AM

**City/State/Zip:** East Falmouth, Massachusetts 02536

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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[Ticket: # 957002 - XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:35:39 AM

**City/State/Zip:** Gaithersburg, Maryland 20879

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957003 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:35:43 AM

**City/State/Zip:** Dundalk, Maryland 21222

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957005 - X XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:35:49 AM

**City/State/Zip:** Alpharetta, Georgia 30023

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957006 - XXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:35:51 AM

**City/State/Zip:** Santa Fe, New Mexico 87507

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

Tom Marks



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**Ticket: # 957007 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:35:55 AM

**City/State/Zip:** New York, New York 10033

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957008 - XXXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:35:57 AM

**City/State/Zip:** Tucker, Georgia 30085

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957010 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:36:14 AM

**City/State/Zip:** Mequon, Wisconsin 53097

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957011 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:36:17 AM

**City/State/Zip:** Seattle, Washington 98146

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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[Ticket: # 957020 - Marlene roskowski's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:37:14 AM

**City/State/Zip:** Mountain Top, Pennsylvania 18707

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957021 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:37:21 AM

**City/State/Zip:** Chicago, Illinois 60637

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957013 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:36:24 AM

**City/State/Zip:** Warren, Michigan 48091

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out.

Comcast is breaking the rules, and the FCC must put a stop to it. Comcast has found another way cheat and bypass the law: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. The FCC should have an open, public process to decide where and how to enforce these rules.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

These plans need to be investigated and stopped.  
It's the FCC's job to protect consumers from these kinds of abuses by Comcast.

(b) (6)

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**Ticket: # 957014 - XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:36:32 AM

**City/State/Zip:** Rosedale, Maryland 21237

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957015 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:36:42 AM

**City/State/Zip:** Allentown, Pennsylvania 18109

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.



These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957016 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:36:47 AM

**City/State/Zip:** Twinsburg, Ohio 44087

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957017 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:36:54 AM

**City/State/Zip:** Salem, New York 12865

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957019 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:37:11 AM

**City/State/Zip:** Brooklyn, New York 11221

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957022 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:37:32 AM

**City/State/Zip:** Tomball, Texas 77375

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957023 - Deborah walsh's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:37:37 AM

**City/State/Zip:** Stillwater, Minnesota 55082

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957024 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:37:55 AM

**City/State/Zip:** Orlando, Florida 32817

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957025 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:37:59 AM

**City/State/Zip:** Albuquerque, New Mexico 87108

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957026 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:38:08 AM

**City/State/Zip:** Saint Paul, Minnesota 55105

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957028 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:38:13 AM

**City/State/Zip:** Dayton, Ohio 45420

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)



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[Ticket: # 957029 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:38:15 AM

**City/State/Zip:** Eau Claire, Wisconsin 54703

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957030 - XXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:38:20 AM

**City/State/Zip:** Nashville, Tennessee 37207

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957032 - XXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:38:21 AM

**City/State/Zip:** Rhinelander, Wisconsin 54501

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957033 - XXXX XXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:38:27 AM

**City/State/Zip:** Saint Paul, Minnesota 55105

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]



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**Ticket: # 957034 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:38:56 AM

**City/State/Zip:** Allentown, Pennsylvania 18109

**Company Complaining About:** Verizon

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## **Description**

Sorry, first time I submitted I hadn't chosen Verizon as my ISP.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957035 - XXXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:39:23 AM

**City/State/Zip:** Chicago, Illinois 60626

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957037 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:39:36 AM

**City/State/Zip:** Denver, Colorado 80210

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957039 - XX XXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:40:17 AM

**City/State/Zip:** Sacramento, California 95833

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957040 - XXXXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:40:17 AM

**City/State/Zip:** North Chicago, Illinois 60064

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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[Ticket: # 957042 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:40:34 AM

**City/State/Zip:** Tucson, Arizona 85714

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957043 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:40:35 AM

**City/State/Zip:** Harrisburg, Pennsylvania 17113

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957046 - XXXX XXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:40:43 AM

**City/State/Zip:** Louisville, Kentucky 40218

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957047 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:40:44 AM

**City/State/Zip:** Brooklyn, New York 11201

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957048 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:41:12 AM

**City/State/Zip:** Valley Cottage, New York 10989

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.



These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957050 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:41:19 AM

**City/State/Zip:** Manchester, Connecticut 06040

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957051 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:41:30 AM

**City/State/Zip:** Santa Clara, California 95051

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957218 - XXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:13:18 AM

**City/State/Zip:** Corpus Christi, Texas 78414

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957052 - XXXXXXXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:41:35 AM

**City/State/Zip:** Bellaire, Texas 77401

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 957053 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:41:36 AM

**City/State/Zip:** Ashburn, Virginia 20148

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957054 - tony's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:41:36 AM

**City/State/Zip:** Washington, District Of Columbia 20011

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b)

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**Ticket: # 957070 - XXXXX XXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:44:24 AM

**City/State/Zip:** Iowa City, Iowa 52240

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957082 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:46:19 AM

**City/State/Zip:** Bellingham, Washington 98225

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957057 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:41:55 AM

**City/State/Zip:** Hoodspout, Washington 98548

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.



These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957058 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:42:20 AM

**City/State/Zip:** Fisk, Missouri 63940

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957059 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:42:20 AM

**City/State/Zip:** Portland, Oregon 97267

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957060 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:42:33 AM

**City/State/Zip:** Bloomington, Illinois 61701

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957061 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:42:34 AM

**City/State/Zip:** East Orange, New Jersey 07018

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957062 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:42:42 AM

**City/State/Zip:** Denver, Colorado 80210

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957063 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:42:51 AM

**City/State/Zip:** Ankeny, Iowa 50021

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957064 - XXXXXXXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:43:00 AM

**City/State/Zip:** Kansas City, Missouri 64138

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957065 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:43:07 AM

**City/State/Zip:** Pittsburgh, Pennsylvania 15236

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957066 - XXXXXX XXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:43:08 AM

**City/State/Zip:** Ithaca, New York 14850

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957067 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:43:21 AM

**City/State/Zip:** Saint Louis, Missouri 63116

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 957068 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:43:23 AM

**City/State/Zip:** Valley Cottage, New York 10989

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 957077 - XXXXXXXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:45:35 AM

**City/State/Zip:** Kew Gardens, New York 11415

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957071 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:44:24 AM

**City/State/Zip:** Ankeny, Iowa 50021

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 957072 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:44:30 AM

**City/State/Zip:** Duluth, Georgia 30096

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957073 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:44:40 AM

**City/State/Zip:** Chico, California 95926

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 957075 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:44:51 AM

**City/State/Zip:** Jersey Shore, Pennsylvania 17740

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957076 - Ian's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:45:10 AM

**City/State/Zip:** Yonkers, New York 10705

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 957079 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:46:07 AM

**City/State/Zip:** Fishers, Indiana 46038

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957081 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:46:19 AM

**City/State/Zip:** Methuen, Massachusetts 01844

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957083 - XXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:46:35 AM

**City/State/Zip:** Camp Hill, Pennsylvania 17011

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957084 - XXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:46:39 AM

**City/State/Zip:** York, Pennsylvania 17403

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957086 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:46:47 AM

**City/State/Zip:** San Antonio, Texas 78227

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957088 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:46:59 AM

**City/State/Zip:** Lancaster, Pennsylvania 17601

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957089 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:47:05 AM

**City/State/Zip:** Cut Bank, Montana 59427

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957090 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:47:10 AM

**City/State/Zip:** Manistee, Michigan 49660

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957091 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:47:23 AM

**City/State/Zip:** Suitland, Maryland 20746

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.



These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957092 - XXXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:47:31 AM

**City/State/Zip:** Denton, Texas 76209

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957093 - XXXXX XXXXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:47:51 AM

**City/State/Zip:** Fort Wayne, Indiana 46805

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957094 - XXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:47:58 AM

**City/State/Zip:** San Diego, California 92107

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 957095 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:48:27 AM

**City/State/Zip:** Cedar Park, Texas 78613

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957096 - XXXXXXXXXX XXXXX 's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:48:37 AM

**City/State/Zip:** Kalona, Iowa 52247

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957098 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:49:14 AM

**City/State/Zip:** Elmira, New York 14904

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957099 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:49:16 AM

**City/State/Zip:** Johnstown, Pennsylvania 15902

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957100 - XXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:50:22 AM

**City/State/Zip:** Nicholasville, Kentucky 40356

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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[Ticket: # 957101 - Erik's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:50:29 AM

**City/State/Zip:** Fullerton, California 92833

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As a Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 957103 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:50:51 AM

**City/State/Zip:** Dacula, Georgia 30019

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957104 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:51:00 AM

**City/State/Zip:** Raleigh, North Carolina 27612

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957106 - XXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:51:21 AM

**City/State/Zip:** Cincinnati, Ohio 45208

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957107 - John's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:51:22 AM

**City/State/Zip:** Lafayette, California 94549

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b)

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**Ticket: # 957108 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:51:43 AM

**City/State/Zip:** Mountville, Pennsylvania 17554

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957109 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:51:46 AM

**City/State/Zip:** Seattle, Washington 98102

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957110 - XXXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:52:07 AM

**City/State/Zip:** San Marcos, California 92069

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957111 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:52:51 AM

**City/State/Zip:** Chicago, Illinois 60613

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957112 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:53:18 AM

**City/State/Zip:** Glenn Dale, Maryland 20769

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon, and other ISPs, are breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's (or another ISP's) sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for ISPs to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.



These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957113 - XXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:53:18 AM

**City/State/Zip:** Sioux City, Iowa 51106

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957123 - XXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:00:11 AM

**City/State/Zip:** Hamden, Connecticut 06517

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957115 - XXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:54:23 AM

**City/State/Zip:** Charlotte, North Carolina 28210

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) (b)

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**Ticket: # 957116 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:54:25 AM

**City/State/Zip:** Swedesboro, New Jersey 08085

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 957120 - XXXXXXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:59:09 AM

**City/State/Zip:** Plano, Texas 75075

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957121 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:59:24 AM

**City/State/Zip:** Rock Hill, South Carolina 29730

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957125 - William's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:00:26 AM

**City/State/Zip:** Brooklyn, New York 11229

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957126 - XXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:01:01 AM

**City/State/Zip:** Hamden, Connecticut 06517

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 957128 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:01:16 AM

**City/State/Zip:** Abington, Pennsylvania 19001

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957129 - XXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:01:31 AM

**City/State/Zip:** Little Silver, New Jersey 07739

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957130 - Evelyn's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:01:54 AM

**City/State/Zip:** Coventry, Connecticut 06238

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957131 - XXXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:02:00 AM

**City/State/Zip:** Troy, Missouri 63379

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957132 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:02:10 AM

**City/State/Zip:** Lyndhurst, New Jersey 07071

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.



These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957133 - XXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:02:20 AM

**City/State/Zip:** Kaysville, Utah 84037

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957134 - XXXXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:02:37 AM

**City/State/Zip:** Canyon Country, California 91351

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957135 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:02:42 AM

**City/State/Zip:** Worcester, Massachusetts 01603

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957136 - XXXXXXX XXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:02:52 AM

**City/State/Zip:** New York, New York 10025

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 957137 - XXXXXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:03:28 AM

**City/State/Zip:** Northridge, California 91325

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957138 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:03:32 AM

**City/State/Zip:** Worcester, Massachusetts 01609

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 957139 - XXXXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:03:35 AM

**City/State/Zip:** Kettle Falls, Washington 99141

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 957140 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:03:50 AM

**City/State/Zip:** Milford, Connecticut 06460

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 957142 - XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:04:08 AM

**City/State/Zip:** Independence, Kentucky 41051

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957143 - XXXXXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:04:37 AM

**City/State/Zip:** Northridge, California 91325

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957144 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:04:41 AM

**City/State/Zip:** Wheaton, Illinois 60187

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 957171 - K.M.Laney's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:09:19 AM

**City/State/Zip:** Eugene, Oregon 97402

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

I've been a T-Mobile customer for years. I'm actually happy about some of the changes they've made regarding cell phone contracts and buy-on-time device purchases. But their Binge On! program is not one of them. I noticed degradation in my video streaming immediately. Their default opts customers in to the plan; I'm not even sure that you can opt out anymore.

Binge On! is deceptive marketing. No data caps! Watch all you want! It sounds great on the surface until you read the fine print and see what T-Mobile is really doing: slowing down speeds. Unless providers pay a fee, or customers opt out and pay for data over the arbitrary cap, or pay for a higher

cap. The common theme: pay. Pay again for something already included in your contract. This is precisely the behavior net neutrality was supposed to prevent.

Ironically, there were cartoons at the time the FCC regulations were being discussed, pointing out that ISPs weren't going to build new "fast lanes." They would shuttle everyone into "slow lanes" and either providers or customers would have to pay extra to get back into the "normal lane." Binge On!

With land-based ISPs not upgrading their hardlines and forcing customers on to mobile networks, the issue will only get worse in the future.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 957145 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:04:48 AM

**City/State/Zip:** Maple Grove, Minnesota 55369

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 957146 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:04:49 AM

**City/State/Zip:** Fair Oaks, California 95628

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957147 - XXXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:05:24 AM

**City/State/Zip:** Hanford, California 93230

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957149 - Madaline's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:05:42 AM

**City/State/Zip:** Sonoma, California 95476

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957150 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:05:59 AM

**City/State/Zip:** Tulsa, Oklahoma 74127

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957151 - XXXXXXXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:06:13 AM

**City/State/Zip:** Metairie, Louisiana 70005

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.



These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957152 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:06:36 AM

**City/State/Zip:** Nashville, Tennessee 37208

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957153 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:06:41 AM

**City/State/Zip:** Chicago, Illinois 60630

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957154 - XXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:06:55 AM

**City/State/Zip:** Batavia, Illinois 60510

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957156 - XXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:07:02 AM

**City/State/Zip:** Chicago, Illinois 60657

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 957157 - Madaline's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:07:16 AM

**City/State/Zip:** Sonoma, California 95476

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957158 - XXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:07:17 AM

**City/State/Zip:** Chicago, Illinois 60657

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957160 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:07:31 AM

**City/State/Zip:** Seaford, Delaware 19973

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957161 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:07:48 AM

**City/State/Zip:** Las Vegas, Nevada 89120

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) (6)

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**Ticket: # 957162 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:08:01 AM

**City/State/Zip:** Waukegan, Illinois 60087

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957163 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:08:10 AM

**City/State/Zip:** Chicago, Illinois 60657

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957164 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:08:12 AM

**City/State/Zip:** Austin, Texas 78745

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957165 - XXX XXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:08:14 AM

**City/State/Zip:** New York, New York 10011

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957166 - XXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:08:24 AM

**City/State/Zip:** Potsdam, New York 13676

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957168 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:08:53 AM

**City/State/Zip:** Philadelphia, Pennsylvania 19148

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957169 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:08:58 AM

**City/State/Zip:** Port Hadlock, Washington 98339

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957170 - XXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:09:09 AM

**City/State/Zip:** Orlando, Florida 32810

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957172 - Jason's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:09:48 AM

**City/State/Zip:** Knoxville, Tennessee 37922

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b))

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[Ticket: # 957173 - XXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:09:59 AM

**City/State/Zip:** Philadelphia, Pennsylvania 19148

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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[Ticket: # 957174 - XXXXX XXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:10:06 AM

**City/State/Zip:** Los Altos, California 94022

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957191 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:11:32 AM

**City/State/Zip:** McCall, Idaho 83638

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957175 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:10:07 AM

**City/State/Zip:** Croydon, Pennsylvania 19021

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957177 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:10:17 AM

**City/State/Zip:** West Warwick, Rhode Island 02893

**Company Complaining About:** AT&T

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## Description

Last year the FCC voted to protect the open Internet by passing strong Net Neutrality rules in response to the millions of people like me who spoke out. But now these same cable and phone companies that fought so hard to destroy Net Neutrality are again creating harmful new schemes that pose a serious threat to the open Internet & net neutrality rules you passed last year!

AT&T is just one that is breaking the rules, and the FCC should put a stop to it. Furthermore, please make this decision transparently and should not be made behind closed doors. The FCC should have an open, transparent and public process to decide where & how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have and the FCC made these rules to protect us from the very same actions now being undertaken.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately will hurt Internet users who have less data to use on the apps they really want to use.

Finally, these plans distort the ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punishing the customer for using sites that don't pay their tolls and then unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. In many cases, customers prefer choosing their own websites regardless of their ability to pay the ISP. I would think that hurts our economy and our democracy. I'm requesting that the FCC investigate AT&T and all other ISP's for using this zero rating scheme to skirt the Open Internet rules you made.

Altogether, these practices prove what we've always known: AT&T & all the other USP's hate the FCC's Net Neutrality rules and they are doing everything they can to get around them including trying to influence your commissioners to loosen these rules for their monetary benefit. In the long run, everyone on the Internet will lose -- except of course, the carriers in the middle that will get to impose their zero data caps, charge tolls, and act as gatekeepers.

These plans need to be thoroughly & public ally investigated and stopped before it happens. As I believe you already know; It's the FCC's job to protect American consumers from these kinds of abuses by AT&T and any ISP's. Meanwhile, I've already asked my Congressional members that they should encourage the FCC to do its job and make these companies follow the rules, not interfere with them or the FCC's power to regulate them.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 957178 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:10:21 AM

**City/State/Zip:** Allenhurst, New Jersey 07711

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957180 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:10:28 AM

**City/State/Zip:** Paris, Tennessee 38242

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957192 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:11:36 AM

**City/State/Zip:** Signal Hill, California 90755

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957182 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:10:40 AM

**City/State/Zip:** Seattle, Washington 98107

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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[Ticket: # 957183 - XXXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:10:44 AM

**City/State/Zip:** Los Altos, California 94022

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 957184 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:10:51 AM

**City/State/Zip:** Darien, Illinois 60561

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957185 - X X's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:11:08 AM

**City/State/Zip:** San Mateo, California 94403

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b)

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**Ticket: # 957186 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:11:08 AM

**City/State/Zip:** Chapel Hill, North Carolina 27516

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957188 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:11:21 AM

**City/State/Zip:** Pleasant Hill, California 94523

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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[Ticket: # 957189 - XX XXXXXXXXXXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:11:24 AM

**City/State/Zip:** Ann Arbor, Michigan 48103

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957190 - XXXXXXXX XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:11:25 AM

**City/State/Zip:** Aiken, South Carolina 29803

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1586290 - Protect Net Neutrality!**

**Date:** 4/25/2017 2:09:33 PM

**City/State/Zip:** Murfreesboro, Tennessee 37129

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 957193 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:11:39 AM

**City/State/Zip:** Pleasant Hill, California 94523

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957194 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:11:39 AM

**City/State/Zip:** Canyon, Texas 79015

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



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(b) (6)

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[Ticket: # 957196 - XXXXX XXXXX 's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:11:45 AM

**City/State/Zip:** Rockville, Maryland 20852

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957213 - XXX XXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:13:02 AM

**City/State/Zip:** Larkspur, California 94939

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 957197 - XXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:11:48 AM

**City/State/Zip:** San Antonio, Texas 78218

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 957198 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:11:48 AM

**City/State/Zip:** Mill Creek, Washington 98012

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



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(b) (6)

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[Ticket: # 957199 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:11:54 AM

**City/State/Zip:** Chino, California 91710

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957200 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:11:57 AM

**City/State/Zip:** Cutler Bay, Florida 33157

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957201 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:12:02 AM

**City/State/Zip:** Petaluma, California 94952

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957202 - XXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:12:11 AM

**City/State/Zip:** Philadelphia, Pennsylvania 19132

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.



These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957203 - Lynn/Roger's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:12:16 AM

**City/State/Zip:** Dexter, Oregon 97431

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957204 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:12:42 AM

**City/State/Zip:** Brooklyn, New York 11210

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 957205 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:12:45 AM

**City/State/Zip:** Saint Paul, Minnesota 55117

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957206 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:12:45 AM

**City/State/Zip:** Enfield, Connecticut 06082

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 957208 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:12:48 AM

**City/State/Zip:** Spring Hill, Florida 34609

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 957209 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:12:49 AM

**City/State/Zip:** Brooklyn, New York 11223

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 957210 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:12:55 AM

**City/State/Zip:** Arlington, Virginia 22205

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957211 - XXXXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:12:56 AM

**City/State/Zip:** Upper Marlboro, Maryland 20772

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957212 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:12:59 AM

**City/State/Zip:** Pine Bluff, Arkansas 71603

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]



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[Ticket: # 957214 - XXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:13:05 AM

**City/State/Zip:** Hull, Georgia 30646

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957215 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:13:08 AM

**City/State/Zip:** Decatur, Georgia 30032

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957216 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:13:15 AM

**City/State/Zip:** College Station, Texas 77845

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957220 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:13:21 AM

**City/State/Zip:** Bloomington, Illinois 61701

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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[Ticket: # 957222 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:13:24 AM

**City/State/Zip:** Houston, Texas 77040

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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[Ticket: # 957223 - XXXXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:13:29 AM

**City/State/Zip:** Denver, Colorado 80223

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957224 - XXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:13:29 AM

**City/State/Zip:** King Of Prussia, Pennsylvania 19406

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957225 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:13:31 AM

**City/State/Zip:** Santa Monica, California 90404

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]



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[Ticket: # 957226 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:13:31 AM

**City/State/Zip:** Norcross, Georgia 30071

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957227 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:13:32 AM

**City/State/Zip:** Fernandina Beach, Florida 32034

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957228 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:13:35 AM

**City/State/Zip:** Brooklyn, New York 11229

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957229 - XXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:13:39 AM

**City/State/Zip:** Belvedere Tiburon, California 94920

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 957230 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:13:43 AM

**City/State/Zip:** Palm Coast, Florida 32164

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957231 - XXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:13:45 AM

**City/State/Zip:** Sequim, Washington 98382

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957232 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:13:48 AM

**City/State/Zip:** Brooklyn, New York 11215

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957233 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:13:48 AM

**City/State/Zip:** Sarasota, Florida 34236

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 957234 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:13:49 AM

**City/State/Zip:** Ann Arbor, Michigan 48103

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957236 - XXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:13:52 AM

**City/State/Zip:** Branford, Connecticut 06405

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957237 - XXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:13:54 AM

**City/State/Zip:** Jersey City, New Jersey 07306

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957238 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:13:56 AM

**City/State/Zip:** Portland, Oregon 97206

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957239 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:13:58 AM

**City/State/Zip:** Hamilton, Virginia 20159

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957240 - Mike's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:14:04 AM

**City/State/Zip:** Spring Hill, Florida 34610

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b)

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[Ticket: # 957241 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:14:06 AM

**City/State/Zip:** Dover, Florida 33527

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957242 - XXXX XXXXX 's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:14:06 AM

**City/State/Zip:** Portland, Oregon 97217

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957243 - XXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:14:08 AM

**City/State/Zip:** Alvin, Texas 77511

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 957244 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:14:08 AM

**City/State/Zip:** Wonder Lake, Illinois 60097

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 957245 - XXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:14:10 AM

**City/State/Zip:** Athens, Vermont 05143

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957246 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:14:12 AM

**City/State/Zip:** Holland, Michigan 49424

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957247 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:14:14 AM

**City/State/Zip:** Park Ridge, Illinois 60068

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957248 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:14:15 AM

**City/State/Zip:** Waterford, Wisconsin 53185

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957258 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:14:33 AM

**City/State/Zip:** Deerfield Beach, Florida 33441

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960325 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:42:19 PM

**City/State/Zip:** Hendersonville, Tennessee 37075

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960328 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:42:37 PM

**City/State/Zip:** Henderson, Nevada 89002

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 960330 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:43:02 PM

**City/State/Zip:** Hendersonville, Tennessee 37075

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960331 - XXXXXXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:43:02 PM

**City/State/Zip:** La Grange Highlands, Illinois 60525

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 960335 - XXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:43:50 PM

**City/State/Zip:** Visalia, California 93292

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 960336 - XXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 3:43:54 PM

**City/State/Zip:** Windsor, Pennsylvania 17366

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 960337 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:44:10 PM

**City/State/Zip:** Denver, Colorado 80210

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960339 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:44:28 PM

**City/State/Zip:** Sausalito, California 94965

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960341 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:44:39 PM

**City/State/Zip:** Middletown, Ohio 45044

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC must have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy.

I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress must ensure the FCC does its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960342 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:44:41 PM

**City/State/Zip:** Oakwood, Ohio 45419

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 960343 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 3:44:55 PM

**City/State/Zip:** Laredo, Texas 78046

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

This is just the same tactic done differently and should not be allowed to pass!

(b) (6)

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**Ticket: # 960346 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:45:11 PM

**City/State/Zip:** Bellingham, Washington 98229

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960347 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:45:32 PM

**City/State/Zip:** Asheville, North Carolina 28805

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 960352 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 3:46:35 PM

**City/State/Zip:** Santa Clara, California 95051

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960353 - XXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:46:39 PM

**City/State/Zip:** Flemington, New Jersey 08822

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960354 - XXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:46:56 PM

**City/State/Zip:** Litchfield, New Hampshire 03052

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



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(b) (6)

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**Ticket: # 960358 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:47:38 PM

**City/State/Zip:** Wilmington, North Carolina 28403

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 960359 - XXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 3:47:47 PM

**City/State/Zip:** Hayward, California 94541

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 960360 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:47:51 PM

**City/State/Zip:** Cedarhurst, New York 11516

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 960361 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:47:52 PM

**City/State/Zip:** Whittier, California 90605

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)



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**Ticket: # 960362 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:47:59 PM

**City/State/Zip:** Alexandria, Virginia 22303

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 960363 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:48:11 PM

**City/State/Zip:** Tye, Texas 79563

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

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**Ticket: # 960364 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:48:13 PM

**City/State/Zip:** Charlotte, North Carolina 28205

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

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**Ticket: # 960365 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:48:14 PM

**City/State/Zip:** Eugene, Oregon 97404

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

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(b) (6)

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[Ticket: # 960366 - XXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 3:48:28 PM

**City/State/Zip:** Ipswich, Massachusetts 01938

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.



These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960368 - XXXXXXXX XXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:48:40 PM

**City/State/Zip:** New York, New York 10035

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 960369 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 3:48:41 PM

**City/State/Zip:** Teaticket, Massachusetts 02536

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960370 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:48:44 PM

**City/State/Zip:** Acton, Massachusetts 01720

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

I am so sick and tired of the "pay to play mentality!" It is so wrong. There are many of us that have a very hard time just getting by. I cant afford to do a lot of things. TV/Computer is a major recreation for me as well as a tool I use daily. Ithis is the type of thing that makes me want our computer access in treated as a regulated utility. I think these companies act in their own interests . I already spend a boatload for what I get and I have experienced slowdowns and inability to get online and go to some web sites.

Please work for all the Americans and not just a few . Thank you

(b) (6)

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**Ticket: # 960371 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:48:50 PM

**City/State/Zip:** Louisville, Tennessee 37777

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.



These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960375 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:48:59 PM

**City/State/Zip:** Orlando, Florida 32822

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 960380 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:49:23 PM

**City/State/Zip:** Indianapolis, Indiana 46250

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 960381 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:49:25 PM

**City/State/Zip:** Long Beach, California 90813

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 960382 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 3:49:53 PM

**City/State/Zip:** Murfreesboro, Tennessee 37129

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 960383 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:49:54 PM

**City/State/Zip:** Accident, Maryland 21520

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960384 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:49:59 PM

**City/State/Zip:** Chicago, Illinois 60640

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960385 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:50:11 PM

**City/State/Zip:** Scottsdale, Arizona 85251

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960386 - XXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:50:13 PM

**City/State/Zip:** Ladera Ranch, California 92694

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. It stifles innovation and makes the internet a tool of propagandists. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 960387 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:50:15 PM

**City/State/Zip:** Portland, Oregon 97213

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960388 - XXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:50:18 PM

**City/State/Zip:** Flemington, New Jersey 08822

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960389 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:50:26 PM

**City/State/Zip:** Mesa, Arizona 85206

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960391 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:50:58 PM

**City/State/Zip:** Dallas, Texas 75287

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 960392 - XXXXX X's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:51:19 PM

**City/State/Zip:** Apollo, Pennsylvania 15613

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960394 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:51:23 PM

**City/State/Zip:** Springfield, Missouri 65802

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960395 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:51:28 PM

**City/State/Zip:** Waleska, Georgia 30183

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960396 - XXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:51:41 PM

**City/State/Zip:** Castle Rock, Colorado 80104

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 960398 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:51:49 PM

**City/State/Zip:** Opa Locka, Florida 33054

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960400 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:52:15 PM

**City/State/Zip:** Parkville, Maryland 21234

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 960401 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:52:19 PM

**City/State/Zip:** Wilmington, North Carolina 28403

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960404 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:53:00 PM

**City/State/Zip:** San Francisco, California 94109

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 960405 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 3:53:13 PM

**City/State/Zip:** Pleasant Hill, California 94523

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960406 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:53:22 PM

**City/State/Zip:** Rialto, California 92376

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960409 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:53:38 PM

**City/State/Zip:** Newton, New Jersey 07860

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 960410 - XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:53:41 PM

**City/State/Zip:** Rochester, Illinois 62563

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 960412 - XXXX XXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:53:52 PM

**City/State/Zip:** Staunton, Virginia 24401

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 960414 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:54:08 PM

**City/State/Zip:** Waipahu, Hawaii 96797

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 960415 - XXXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 3:54:30 PM

**City/State/Zip:** Horseshoe Bay, Texas 78657

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 960416 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:54:38 PM

**City/State/Zip:** Los Angeles, California 90066

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 960419 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 3:55:14 PM

**City/State/Zip:** Cincinnati, Ohio 45230

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 960422 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:55:21 PM

**City/State/Zip:** Pleasanton, California 94566

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960423 - XXXXXX XXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:55:33 PM

**City/State/Zip:** Sun Prairie, Wisconsin 53590

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960424 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:55:36 PM

**City/State/Zip:** Boonton, New Jersey 07005

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960425 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:55:45 PM

**City/State/Zip:** Lawrence, Kansas 66047

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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[Ticket: # 960426 - XXXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 3:55:47 PM

**City/State/Zip:** Canfield, Ohio 44406

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 960427 - XXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 3:55:49 PM

**City/State/Zip:** Carlsbad, California 92008

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960428 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:55:54 PM

**City/State/Zip:** Kansas City, Missouri 64137

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960430 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:56:04 PM

**City/State/Zip:** Hermosa Beach, California 90254

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960431 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:56:10 PM

**City/State/Zip:** Littleton, Colorado 80162

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 960432 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:56:14 PM

**City/State/Zip:** Valparaiso, Indiana 46385

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 960434 - XXXXX XXXXX 's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 3:56:40 PM

**City/State/Zip:** Tacoma, Washington 98405

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 960435 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 3:56:54 PM

**City/State/Zip:** Bristol, Connecticut 06010

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960438 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:57:06 PM

**City/State/Zip:** Woodstock, New York 12498

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 960439 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:57:11 PM

**City/State/Zip:** San Francisco, California 94112

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 960441 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:57:26 PM

**City/State/Zip:** Elkview, West Virginia 25071

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960445 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:57:35 PM

**City/State/Zip:** Gretna, Louisiana 70056

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 960446 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:57:37 PM

**City/State/Zip:** Salt Lake City, Utah 84102

**Company Complaining About:** Comcast

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## **Description**

What major ISPs are doing is not right! When people give an ISP their money for subscription, they are also giving them their trust in a fair and equal service. Violating the trust of the people have unfortunately become a common trend among corporate. That is why it is the FCC's job to ensure the common people are not robbed of a fair service for the interest of the few in corporate that want to make more money through creating a monopoly in the ISP industry. Please consider future generations (including your own sons and daughters) that would consider the internet as a utility rather than a service. Keep protecting Net Neutrality!

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet

loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960447 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:57:49 PM

**City/State/Zip:** San Francisco, California 94112

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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[Ticket: # 960448 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 3:57:57 PM

**City/State/Zip:** Nashua, New Hampshire 03063

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960449 - XXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:57:57 PM

**City/State/Zip:** Saint Joseph, Missouri 64503

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960450 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:58:00 PM

**City/State/Zip:** Chicago, Illinois 60647

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules. If there is no open process of review, the FCC's commitment to protecting consumers is called into question, and the integrity of any decision made would be completely absent.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own paltry content and punishing the many content creators and providers who have actually built their companies on quality content and service, rather than on a monopoly scheme. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 960451 - XXXXXX XXXXX 's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 3:58:08 PM

**City/State/Zip:** Brooklyn, New York 11229

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.



These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960454 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:58:15 PM

**City/State/Zip:** King Of Prussia, Pennsylvania 19406

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960456 - XXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:58:48 PM

**City/State/Zip:** Feeding Hills, Massachusetts 01030

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960457 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:59:20 PM

**City/State/Zip:** Kensington, California 94707

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960459 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:59:26 PM

**City/State/Zip:** Chico, California 95926

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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[Ticket: # 960461 - XXXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 3:59:49 PM

**City/State/Zip:** Pittsburgh, Pennsylvania 15207

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As a Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 960463 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 3:59:57 PM

**City/State/Zip:** Ashford, Connecticut 06278

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960464 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:00:08 PM

**City/State/Zip:** Riverside, Connecticut 06878

**Company Complaining About:** T Mobile

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## **Description**

First, thank you for passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that bypass the regulations and pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network to pull off the plan, breaking video on the sites of many independent creators. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are an unsustainable burden for small sites, and requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for asynchronicity reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me individually about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960474 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:01:07 PM

**City/State/Zip:** Seattle, Washington 98101

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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[Ticket: # 960476 - X XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 4:01:16 PM

**City/State/Zip:** Bellaire, Texas 77401

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 960477 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 4:01:36 PM

**City/State/Zip:** Lacey, Washington 98516

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960466 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:00:22 PM

**City/State/Zip:** Skokie, Illinois 60077

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 960467 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 4:00:26 PM

**City/State/Zip:** Wimauma, Florida 33598

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960468 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:00:36 PM

**City/State/Zip:** Madison Heights, Michigan 48071

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.



These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960471 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:00:57 PM

**City/State/Zip:** Aliquippa, Pennsylvania 15001

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960473 - XXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:01:04 PM

**City/State/Zip:** Chalfont, Pennsylvania 18914

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960478 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:01:39 PM

**City/State/Zip:** Grand Rapids, Michigan 49512

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960482 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:01:59 PM

**City/State/Zip:** Los Angeles, California 90025

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960483 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:02:00 PM

**City/State/Zip:** Porterville, California 93257

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960484 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:02:01 PM

**City/State/Zip:** Wellsville, New York 14895

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960485 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:02:04 PM

**City/State/Zip:** Seattle, Washington 98101

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960487 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:02:09 PM

**City/State/Zip:** Tonasket, Washington 98855

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960488 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:02:09 PM

**City/State/Zip:** Portland, Oregon 97219

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960489 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:02:14 PM

**City/State/Zip:** Leominster, Massachusetts 01453

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960490 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:02:16 PM

**City/State/Zip:** Hayward, California 94541

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960492 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:02:28 PM

**City/State/Zip:** Durham, North Carolina 27705

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 960493 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:02:28 PM

**City/State/Zip:** Shelby Township, Michigan 48315

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960495 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:02:40 PM

**City/State/Zip:** Miami, Florida 33183

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 960496 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:02:49 PM

**City/State/Zip:** Lowell, Massachusetts 01852

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 960498 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:03:09 PM

**City/State/Zip:** Prairie Grove, Arkansas 72753

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 960499 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:03:09 PM

**City/State/Zip:** Santa Fe, New Mexico 87507

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 960500 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:03:28 PM

**City/State/Zip:** Seattle, Washington 98112

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960501 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:03:52 PM

**City/State/Zip:** Saint Petersburg, Florida 33704

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC passed strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from slowing down some websites and applications while speeding up others. But now Comcast has found a way to circumvent the rule: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices add up to rent-seeking on the part of the ISPs, forcing people to pay more for the ability to choose what media they consume online.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast and other ISPs that may be tempted to imitate them.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 960502 - XXXXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 4:03:57 PM

**City/State/Zip:** Redmond, Washington 98052

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 960504 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:04:25 PM

**City/State/Zip:** Worcester, Massachusetts 01605

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 960506 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:04:38 PM

**City/State/Zip:** Van Nuys, California 91405

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 960509 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:04:52 PM

**City/State/Zip:** Saint Charles, Illinois 60174

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 960510 - XXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 4:04:54 PM

**City/State/Zip:** Ceres, California 95307

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960511 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:04:59 PM

**City/State/Zip:** Laguna Woods, California 92637

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 960512 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 4:05:01 PM

**City/State/Zip:** Franklin, Indiana 46131

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.



These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 960513 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 4:05:07 PM

**City/State/Zip:** Holyoke, Massachusetts 01040

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 960515 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:05:16 PM

**City/State/Zip:** Cincinnati, Ohio 45213

**Company Complaining About:** T Mobile

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## **Description**

I have learned that Verizon is exploiting a big-business-created loophole in the net neutrality regulations. As a Verizon customer, I am angry about this endgame around the law. Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

I believe it is the FCC's job to protect the open internet, and Verizon's attempt to create "layers" of band-width. When a company breaks the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so Verizon and T-Mobile are favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I request that if you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 960516 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:05:26 PM

**City/State/Zip:** Herrin, Illinois 62948

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 960517 - XXXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 4:05:26 PM

**City/State/Zip:** Cornelia, Georgia 30531

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 960519 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:05:36 PM

**City/State/Zip:** Trenton, New Jersey 08618

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960520 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:05:48 PM

**City/State/Zip:** Tucson, Arizona 85750

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960521 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:05:49 PM

**City/State/Zip:** Redmond, Oregon 97756

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 960522 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 4:06:21 PM

**City/State/Zip:** Costa Mesa, California 92627

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960523 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:06:51 PM

**City/State/Zip:** Seattle, Washington 98115

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960524 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:06:53 PM

**City/State/Zip:** Novato, California 94949

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 960525 - XXXX XXXXXXXX 's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 4:07:03 PM

**City/State/Zip:** Fresh Meadows, New York 11365

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960526 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:07:08 PM

**City/State/Zip:** Honokaa, Hawaii 96727

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960527 - XXXXXX XXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:07:26 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19143

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As a Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 960531 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:07:51 PM

**City/State/Zip:** Roselle, Illinois 60172

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960537 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:08:25 PM

**City/State/Zip:** Brodhead, Wisconsin 53520

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 960539 - XXX XXXXXXXXXXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 4:08:35 PM

**City/State/Zip:** Saint Paul, Minnesota 55112

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960540 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:08:49 PM

**City/State/Zip:** Pass Christian, Mississippi 39571

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]



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**Ticket: # 960541 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:08:50 PM

**City/State/Zip:** Los Lunas, New Mexico 87031

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960542 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:08:51 PM

**City/State/Zip:** Tucson, Arizona 85743

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960544 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:09:09 PM

**City/State/Zip:** Cocoa Beach, Florida 32931

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 960546 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:09:16 PM

**City/State/Zip:** Aliquippa, Pennsylvania 15001

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 960548 - XXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:09:28 PM

**City/State/Zip:** Missoula, Montana 59802

**Company Complaining About:** Verizon

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## **Description**

Please review the following. The OPEN INTERNET rules are being violated by Verizon and need to be considered in open session of the FCC.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960551 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:09:56 PM

**City/State/Zip:** New Castle, Delaware 19720

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 960552 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 4:10:14 PM

**City/State/Zip:** Sacramento, California 95834

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 960553 - XXXXX XXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 4:10:15 PM

**City/State/Zip:** Scottsdale, Arizona 85255

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960555 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:10:29 PM

**City/State/Zip:** New York, New York 10150

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 960556 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:10:30 PM

**City/State/Zip:** Hugoton, Kansas 67951

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960558 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:10:32 PM

**City/State/Zip:** Ypsilanti, Michigan 48197

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960559 - XXXXXX XXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:10:33 PM

**City/State/Zip:** Brooklyn, New York 11218

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960560 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:10:37 PM

**City/State/Zip:** Covington Township, Pennsylvania 18424

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

It seems once again the internet providers are trying to change the rules. WHEN CORPORATIONS SMELL MONEY AND PROFITS THEY KEEP ON TRYING TO OPEN NEW DOORS TO ENRICH THEIR BOTTOM LINE . DON'T ALLOW CORPORATIONS TO TELL US WE NEED CHANGES. T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) [REDACTED]

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**Ticket: # 960562 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:10:49 PM

**City/State/Zip:** Emeryville, California 94608

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960563 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:10:53 PM

**City/State/Zip:** Ypsilanti, Michigan 48197

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 960564 - XXXXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 4:10:54 PM

**City/State/Zip:** Silver Spring, Maryland 20902

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 960565 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:10:55 PM

**City/State/Zip:** New Castle, Delaware 19720

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960566 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:11:02 PM

**City/State/Zip:** San Francisco, California 94107

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 960567 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:11:03 PM

**City/State/Zip:** Cape Coral, Florida 33914

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 960568 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:11:03 PM

**City/State/Zip:** Spokane, Washington 99205

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 960569 - XXXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:11:07 PM

**City/State/Zip:** Staunton, Virginia 24401

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 960570 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:11:16 PM

**City/State/Zip:** Brooklyn, New York 11229

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960572 - XXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:11:20 PM

**City/State/Zip:** Reading, Pennsylvania 19602

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960584 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:12:58 PM

**City/State/Zip:** Saint Charles, Illinois 60174

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960585 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:13:01 PM

**City/State/Zip:** Bremen, Kentucky 42325

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 960577 - XXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 4:12:13 PM

**City/State/Zip:** Fredericksburg, Virginia 22405

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960578 - XXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:12:20 PM

**City/State/Zip:** Redondo Beach, California 90277

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960580 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:12:25 PM

**City/State/Zip:** Indianapolis, Indiana 46236

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

The internet is the last place where democracy exists, please don't ruin it.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960583 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:12:52 PM

**City/State/Zip:** Jacksonville, Florida 32207

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 960586 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:13:19 PM

**City/State/Zip:** Canoga Park, California 91304

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

**(b) (6)**

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[Ticket: # 960587 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 4:13:27 PM

**City/State/Zip:** Jacksonville, Florida 32218

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960588 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:13:34 PM

**City/State/Zip:** Birdsboro, Pennsylvania 19508

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.



These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960589 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:13:36 PM

**City/State/Zip:** Brooklyn, New York 11237

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960591 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:13:57 PM

**City/State/Zip:** Burbank, California 91505

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960592 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:14:13 PM

**City/State/Zip:** Goodlettsville, Tennessee 37072

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960593 - XXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:14:24 PM

**City/State/Zip:** Melrose, Massachusetts 02176

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 960594 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:14:28 PM

**City/State/Zip:** Jacksonville, Florida 32207

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960595 - XXXXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:14:32 PM

**City/State/Zip:** Falls Church, Virginia 22041

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960596 - [REDACTED] re: ISP Zero Rating**

**Date:** 5/6/2016 4:14:34 PM

**City/State/Zip:** Fairfield, California 94533

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960597 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:15:41 PM

**City/State/Zip:** Panama City, Florida 32408

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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[Ticket: # 960607 - XXXX XXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 4:19:38 PM

**City/State/Zip:** Carmel, Indiana 46033

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 960601 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:17:52 PM

**City/State/Zip:** Pittsburgh, Pennsylvania 15228

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 960602 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:17:54 PM

**City/State/Zip:** Bellflower, California 90706

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 960603 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 4:18:52 PM

**City/State/Zip:** Dallas, Texas 75219

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 960604 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:18:53 PM

**City/State/Zip:** Los Angeles, California 90027

**Company Complaining About:** Verizon

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## **Description**

I'm really not sure how you expect people to put up with this. It's not like people don't have alternatives to cable and with poor service and high prices what you will end up doing is creating competitors who will capitalize on your lack of fast internet.

Compression rates are improving year after year. Consumers will tire of slow internet and simply leave Comcast in droves. Is that what they want? I can only assume that their stock will go down because of this.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 960605 - XXXXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 4:19:11 PM

**City/State/Zip:** Indianapolis, Indiana 46250

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 960606 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:19:31 PM

**City/State/Zip:** Nashua, New Hampshire 03063

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 960608 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:19:40 PM

**City/State/Zip:** Los Angeles, California 90008

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 960618 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 4:21:29 PM

**City/State/Zip:** Harlingen, Texas 78550

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

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Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

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These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 960610 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:20:27 PM

**City/State/Zip:** Lancaster, Pennsylvania 17602

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



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(b) (6)

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**Ticket: # 960611 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:20:30 PM

**City/State/Zip:** Seattle, Washington 98133

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy (b) (6)

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**Ticket: # 960612 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:20:32 PM

**City/State/Zip:** La Mesa, California 91943

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960614 - XXXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:20:43 PM

**City/State/Zip:** East Bridgewater, Massachusetts 02333

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960615 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:20:47 PM

**City/State/Zip:** Woodinville, Washington 98072

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate. Please help close these loopholes and thumbing noses at regulation.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 960617 - XXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:21:12 PM

**City/State/Zip:** Haiku, Hawaii 96708

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 960620 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:21:34 PM

**City/State/Zip:** Oreland, Pennsylvania 19075

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 960621 - XXXXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 4:21:36 PM

**City/State/Zip:** Maineville, Ohio 45039

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 960627 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:22:39 PM

**City/State/Zip:** San Jacinto, California 92583

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

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Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

**(b) (6)**

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**Ticket: # 960630 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:23:21 PM

**City/State/Zip:** Riverside, California 92501

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 960642 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:25:17 PM

**City/State/Zip:** Glennallen, Alaska 99588

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 960631 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:23:32 PM

**City/State/Zip:** Nashville, Tennessee 37209

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960632 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:23:35 PM

**City/State/Zip:** Fuquay Varina, North Carolina 27526

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960635 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:24:15 PM

**City/State/Zip:** Pacific Palisades, California 90272

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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[Ticket: # 960636 - XXXXX X's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 4:24:16 PM

**City/State/Zip:** Lenoir City, Tennessee 37771

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960640 - XXXX XXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:24:57 PM

**City/State/Zip:** San Jose, California 95123

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960643 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:25:18 PM

**City/State/Zip:** Boulder City, Nevada 89005

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960663 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:26:44 PM

**City/State/Zip:** Austin, Texas 78745

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960647 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:25:41 PM

**City/State/Zip:** Canterbury, Connecticut 06331

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960649 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:25:49 PM

**City/State/Zip:** Boulder City, Nevada 89005

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 960655 - XXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:26:15 PM

**City/State/Zip:** Missoula, Montana 59802

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960658 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:26:20 PM

**City/State/Zip:** Morrisville, North Carolina 27560

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960660 - XXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:26:26 PM

**City/State/Zip:** Los Angeles, California 90049

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 960661 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:26:32 PM

**City/State/Zip:** Opa Locka, Florida 33054

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960662 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:26:34 PM

**City/State/Zip:** Tampa, Florida 33612

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b)

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**Ticket: # 960674 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:27:48 PM

**City/State/Zip:** Incline Village, Nevada 89451

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960675 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:28:01 PM

**City/State/Zip:** Vancouver, Washington 98661

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 960676 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:28:10 PM

**City/State/Zip:** Kansas City, Kansas 66104

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b)

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[Ticket: # 960687 - XXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 4:29:16 PM

**City/State/Zip:** Atlanta, Georgia 30340

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 960679 - XXXXXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 4:28:18 PM

**City/State/Zip:** Chicago, Illinois 60657

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960681 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:28:39 PM

**City/State/Zip:** Daphne, Alabama 36526

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b)



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**Ticket: # 960694 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:29:52 PM

**City/State/Zip:** Valley Springs, California 95252

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960685 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:29:06 PM

**City/State/Zip:** Berkeley, California 94708

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960688 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:29:18 PM

**City/State/Zip:** East Elmhurst, New York 11370

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960690 - XX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:29:34 PM

**City/State/Zip:** Orange, Texas 77630

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960691 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:29:38 PM

**City/State/Zip:** Oak Park, Illinois 60302

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.



These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960693 - XXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:29:51 PM

**City/State/Zip:** Auburn, Pennsylvania 17922

**Company Complaining About:** Verizon

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## **Description**

I understand that last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

My provider, Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps, and why wouldn't they? Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have, or the kind that benefits society.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use, and place unwarranted controls over communication into the hands of large companies and the individuals who control them.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960695 - XXXX XXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:30:01 PM

**City/State/Zip:** Bloomington, Indiana 47401

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960698 - XXXXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:30:17 PM

**City/State/Zip:** Los Angeles, California 90049

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 960702 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:30:32 PM

**City/State/Zip:** Portland, Oregon 97221

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 960703 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:30:34 PM

**City/State/Zip:** Greenbelt, Maryland 20770

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960704 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:30:36 PM

**City/State/Zip:** Martinsburg, West Virginia 25404

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960716 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:32:07 PM

**City/State/Zip:** East Bridgewater, Massachusetts 02333

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 960728 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 4:35:37 PM

**City/State/Zip:** Dayton, Ohio 45458

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.



These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960720 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:33:38 PM

**City/State/Zip:** New York, New York 10003

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960712 - XXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:31:39 PM

**City/State/Zip:** La Fayette, Georgia 30728

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960713 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:31:39 PM

**City/State/Zip:** Martinsburg, West Virginia 25404

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960717 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:32:18 PM

**City/State/Zip:** Tacoma, Washington 98422

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960718 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:32:19 PM

**City/State/Zip:** Garland, Texas 75043

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960723 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:34:05 PM

**City/State/Zip:** Plaistow, New Hampshire 03865

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking doms and bottoms online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick doms and bottoms: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by making them watch Green Green.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch good anime (legally) online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules/Bernie Sanders and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via crossdressing.  
[fax machine]

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**Ticket: # 960724 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:34:05 PM

**City/State/Zip:** Shreveport, Louisiana 71118

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960727 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:35:23 PM

**City/State/Zip:** Athens, Georgia 30606

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960729 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:35:42 PM

**City/State/Zip:** New York, New York 10012

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960741 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:37:17 PM

**City/State/Zip:** Livingston, Texas 77399

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. NEGOTIATED SECRETLY = EVIL INTENT! The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960732 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:36:23 PM

**City/State/Zip:** Pompano Beach, Florida 33062

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960734 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:36:39 PM

**City/State/Zip:** Pearland, Texas 77581

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.



These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960735 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:36:51 PM

**City/State/Zip:** Boyne City, Michigan 49712

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 960736 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 4:36:56 PM

**City/State/Zip:** Oregon City, Oregon 97045

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 960737 - XXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 4:37:05 PM

**City/State/Zip:** Pipersville, Pennsylvania 18947

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960739 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:37:10 PM

**City/State/Zip:** Glenview, Illinois 60026

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 960742 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:37:23 PM

**City/State/Zip:** Detroit, Michigan 48221

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 960743 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 4:37:29 PM

**City/State/Zip:** Portland, Oregon 97203

**Company Complaining About:** Comcast

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## Description

Comcast is breaking the rules: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps.

There's no legitimate reason for data caps to exist at all.

(b) (6)

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[Ticket: # 960744 - XXXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 4:37:36 PM

**City/State/Zip:** Union, New Jersey 07083

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960755 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:38:38 PM

**City/State/Zip:** La Jolla, California 92037

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960745 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:37:46 PM

**City/State/Zip:** San Leandro, California 94577

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960747 - XXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:38:04 PM

**City/State/Zip:** Warrenville, Illinois 60555

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960748 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:38:10 PM

**City/State/Zip:** Rochester, New Hampshire 03867

**Company Complaining About:** T Mobile

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## **Description**

T-Mobile is breaking the rules, and I think the FCC should put a stop to it. I see the fliers for their 'Binge On' program often, as they brag about their ability to skate the law and restrict competition.

These practices are only bad for the consumer, as they enforce data caps except for companies on their lists. This inherently destroys net neutrality, as websites on the list are more appealing than those not on the list to consumers. I do not believe ISPs should have this power over competition and enforce their own ideals and values onto the companies on their list. T-Mobile has undue power over websites, and who knows what they'll do with it.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 960749 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:38:15 PM

**City/State/Zip:** Boyne City, Michigan 49712

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960752 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:38:19 PM

**City/State/Zip:** Marquette, Michigan 49855

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960756 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:38:50 PM

**City/State/Zip:** Vancouver, Washington 98663

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960757 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:39:05 PM

**City/State/Zip:** West Monroe, Louisiana 71291

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 960758 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:39:20 PM

**City/State/Zip:** Shelton, Washington 98584

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960759 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:39:20 PM

**City/State/Zip:** Bala Cynwyd, Pennsylvania 19004

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 960760 - XX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:39:33 PM

**City/State/Zip:** Woodbridge, Virginia 22192

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 960762 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 4:39:50 PM

**City/State/Zip:** Wysox, Pennsylvania 18854

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960801 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:44:42 PM

**City/State/Zip:** Portland, Oregon 97232

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



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(b) (6)

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**Ticket: # 960765 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:40:29 PM

**City/State/Zip:** Sterling, Virginia 20164

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 960766 - XXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:40:31 PM

**City/State/Zip:** Brooklyn, New York 11238

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 960767 - XXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:40:33 PM

**City/State/Zip:** Ventura, California 93003

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960768 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:41:07 PM

**City/State/Zip:** New Bern, North Carolina 28560

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 960771 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:41:23 PM

**City/State/Zip:** San Francisco, California 94110

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 960772 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 4:41:25 PM

**City/State/Zip:** Flagstaff, Arizona 86001

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960774 - XXXX XXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:41:35 PM

**City/State/Zip:** Champaign, Illinois 61821

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960775 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:41:38 PM

**City/State/Zip:** Olympia, Washington 98501

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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[Ticket: # 960777 - XXXXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 4:41:44 PM

**City/State/Zip:** Lafayette, California 94549

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960779 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:41:54 PM

**City/State/Zip:** Granbury, Texas 76048

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960780 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:41:58 PM

**City/State/Zip:** Berwyn, Illinois 60402

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960799 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:44:37 PM

**City/State/Zip:** Asheville, North Carolina 28806

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 960798 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:44:32 PM

**City/State/Zip:** Wildwood, New Jersey 08260

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960782 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:42:42 PM

**City/State/Zip:** Hilo, Hawaii 96721

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960784 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:42:54 PM

**City/State/Zip:** Albuquerque, New Mexico 87105

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960785 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:42:55 PM

**City/State/Zip:** Bradenton, Florida 34205

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960800 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:44:39 PM

**City/State/Zip:** Elverson, Pennsylvania 19520

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)



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[Ticket: # 960792 - XXXXXXXX XXXXXXXX's XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 4:43:42 PM

**City/State/Zip:** Albuquerque, New Mexico 87111

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 960795 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:43:53 PM

**City/State/Zip:** Lebanon, Connecticut 06249

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 960796 - XXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 4:43:57 PM

**City/State/Zip:** Arlington, Massachusetts 02474

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 960797 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:44:31 PM

**City/State/Zip:** Manchester, New Hampshire 03102

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 960803 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:44:54 PM

**City/State/Zip:** Great Barrington, Massachusetts 01230

**Company Complaining About:** T Mobile

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## **Description**

I am a T-Mobile customer. Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customer's files in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)



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**Ticket: # 960807 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:45:17 PM

**City/State/Zip:** Oak View, California 93022

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 960808 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:45:18 PM

**City/State/Zip:** Bristol, Tennessee 37620

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 960809 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:45:31 PM

**City/State/Zip:** Madison, Alabama 35757

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

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(b) (6)

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**Ticket: # 960811 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:45:41 PM

**City/State/Zip:** Chicago, Illinois 60641

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

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I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)



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**Ticket: # 960812 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:45:43 PM

**City/State/Zip:** Plano, Texas 75023

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 960816 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 4:46:01 PM

**City/State/Zip:** Los Angeles, California 90027

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960818 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:46:24 PM

**City/State/Zip:** Honokaa, Hawaii 96727

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960820 - XXXXXXXX XXXXXXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:46:41 PM

**City/State/Zip:** Roswell, New Mexico 88201

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 960822 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 4:46:45 PM

**City/State/Zip:** Port Hueneme, California 93041

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 960824 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 4:47:07 PM

**City/State/Zip:** Olympia, Washington 98506

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960827 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:47:09 PM

**City/State/Zip:** Hayward, California 94544

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960828 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:47:21 PM

**City/State/Zip:** Crowley, Louisiana 70526

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

**(b) (6)**

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**Ticket: # 960829 - XXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:47:23 PM

**City/State/Zip:** Boston, Massachusetts 02128

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 960830 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:47:28 PM

**City/State/Zip:** Lafayette, Indiana 47905

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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[Ticket: # 960832 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 4:48:00 PM

**City/State/Zip:** Rancho Cordova, California 95670

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 960833 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 4:48:00 PM

**City/State/Zip:** Longmont, Colorado 80501

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960834 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:48:01 PM

**City/State/Zip:** Thornton, Pennsylvania 19373

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960836 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:48:04 PM

**City/State/Zip:** Atlanta, Georgia 30339

**Company Complaining About:** Verizon

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## **Description**

Wow, not cool. It feels like you guys are campaigning for Google Fiber to take over

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 960838 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:48:06 PM

**City/State/Zip:** Temecula, California 92592

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 960842 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:48:54 PM

**City/State/Zip:** Aumsville, Oregon 97325

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 960844 - XXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:49:42 PM

**City/State/Zip:** Tennyson, Indiana 47637

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960845 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:49:49 PM

**City/State/Zip:** Aumsville, Oregon 97325

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 960846 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:49:54 PM

**City/State/Zip:** Arcadia, California 91006

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960847 - XXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:50:11 PM

**City/State/Zip:** Princeton, Kentucky 42445

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960849 - XXXX XXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:50:27 PM

**City/State/Zip:** Bainbridge Island, Washington 98110

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960850 - XXXXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:50:29 PM

**City/State/Zip:** Jamaica Plain, Massachusetts 02130

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960851 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:50:35 PM

**City/State/Zip:** Saint Paul, Minnesota 55112

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960852 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:50:52 PM

**City/State/Zip:** Paramount, California 90723

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960853 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:50:58 PM

**City/State/Zip:** Campbell, California 95008

**Company Complaining About:** Comcast

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## **Description**

I am a long-time Comcast customer and an ardent supporter of net neutrality. I oppose Comcast's violations of net neutrality and call for it to STOP immediately. Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. I was one of those who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email. I have provided that for direct correspondence.

(b) (6) [REDACTED]

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[Ticket: # 960854 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 4:51:05 PM

**City/State/Zip:** San Diego, California 92121

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 960856 - XXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 4:51:19 PM

**City/State/Zip:** Charleston, West Virginia 25314

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast or any other broadband ISP messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

When Comcast starts violating rules and regulations unaccounted for and without consequence, that encourages all the other broadband servers (including my own) to do so.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960857 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:51:20 PM

**City/State/Zip:** Milwaukee, Wisconsin 53219

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 960858 - XXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:51:22 PM

**City/State/Zip:** Mesa, Arizona 85205

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 960859 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 4:51:23 PM

**City/State/Zip:** Everett, Washington 98204

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 960860 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:51:24 PM

**City/State/Zip:** West Lafayette, Indiana 47906

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960862 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:51:41 PM

**City/State/Zip:** Indianapolis, Indiana 46221

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960864 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:51:47 PM

**City/State/Zip:** Peoria, Arizona 85345

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960866 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:51:55 PM

**City/State/Zip:** Kerrville, Texas 78028

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 960867 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 4:51:56 PM

**City/State/Zip:** Everett, Washington 98204

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960868 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:52:51 PM

**City/State/Zip:** Kerrville, Texas 78028

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960869 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:52:55 PM

**City/State/Zip:** Holland, Michigan 49424

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960871 - XXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:53:03 PM

**City/State/Zip:** Portland, Oregon 97236

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 960872 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:53:18 PM

**City/State/Zip:** Purcell, Oklahoma 73080

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960875 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:53:46 PM

**City/State/Zip:** Bowie, Maryland 20716

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 960893 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 4:57:37 PM

**City/State/Zip:** Silver Spring, Maryland 20901

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960888 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:56:30 PM

**City/State/Zip:** San Antonio, Texas 78229

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960880 - XXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:55:33 PM

**City/State/Zip:** Virginia Beach, Virginia 23454

**Company Complaining About:** Comcast

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## **Description**

ENOUGH IS ENOUGH FOR GOD'S SAKE! Stop kowtowing to big business and political and bureaucratic cronies. You are a United States government employee, appointed or hired to uphold the laws and watch out for We the People. DO YOUR JOB. Do your job openly, with good will and in the interests of the greater good.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. THIS IS A TEXTBOOK CASE OF AN ISP ABUSING ITS POWER FOR ITS OWN COMPETITIVE ADVANTAGE. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering a better price, quality, and selection.

THERE'S NO LEGITIMATE REASON FOR DATA CAPS TO EXIST AT ALL. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I SHOULD BE ABLE TO CHOOSE FREELY whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. COMCAST IS INTERFERING with my rights and freedoms, which YOU, FCC, are charged and DUTY BOUND to protect.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job **SHOULD ENCOURAGE THE FCC TO DO ITS JOB** by making these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 960882 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:55:41 PM

**City/State/Zip:** Stockton, California 95209

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960883 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:55:48 PM

**City/State/Zip:** Baltimore, Maryland 21210

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 960884 - XXXXXXXX XXXXXXXX 's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 4:56:11 PM

**City/State/Zip:** Bent Mountain, Virginia 24059

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960885 - XXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:56:16 PM

**City/State/Zip:** Stockton, California 95209

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 960895 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 4:57:46 PM

**City/State/Zip:** Hugo, Oklahoma 74743

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 960890 - XXXXXXXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 4:57:27 PM

**City/State/Zip:** Minneapolis, Minnesota 55430

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960891 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:57:30 PM

**City/State/Zip:** Houston, Texas 77021

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 960896 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:58:13 PM

**City/State/Zip:** Chicago, Illinois 60640

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 960897 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:58:16 PM

**City/State/Zip:** Honolulu, Hawaii 96819

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 960900 - XXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:58:57 PM

**City/State/Zip:** Lexington, Kentucky 40502

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 960901 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:59:11 PM

**City/State/Zip:** Visalia, California 93277

**Company Complaining About:** Comcast

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## **Description**

Real quick, before this copy paste text wall, I have a few words. I am a customer of Comcast. I have been for the past 7 years or so. The reason being that I cannot find anyone offering the same speeds you guys provide (though parallel up/down would be nice). You guys capping certain sites and making companies pay money for their sites to be uncapped is horrible. Even worse is the fact that you are using your power in the ISP industry to promote your own services. Since when is this acceptable? I'm almost going to cancel my service because Comcast does not care a bit about their customers. All you want to do is make money. People subscribe to your services because you offer them the ability to roam the free internet. Tampering with that freedom is a violation of the whole idea of Net Neutrality. Please stop. And, to the FCC, please don't allow Comcast to control what people can and cannot access on the Internet.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 960902 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:59:20 PM

**City/State/Zip:** Pittsburgh, Pennsylvania 15218

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 960904 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 4:59:24 PM

**City/State/Zip:** Albuquerque, New Mexico 87120

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

Dear Sirs: I am a customer of Comcast and I wish to register my complaint (see following). Please hold public hearings.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960906 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:59:45 PM

**City/State/Zip:** Paso Robles, California 93446

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 960917 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:00:55 PM

**City/State/Zip:** El Cerrito, California 94530

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 960909 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:00:07 PM

**City/State/Zip:** Hendersonville, North Carolina 28792

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960910 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:00:14 PM

**City/State/Zip:** Hermosa Beach, California 90254

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960911 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:00:30 PM

**City/State/Zip:** Brisbane, California 94005

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 960912 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 5:00:30 PM

**City/State/Zip:** Lincoln, Nebraska 68503

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.



These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960914 - XXXXX XXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:00:42 PM

**City/State/Zip:** New York, New York 10011

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960915 - XXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:00:47 PM

**City/State/Zip:** Bellevue, Washington 98008

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 960916 - XXXXX XXXXXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 5:00:47 PM

**City/State/Zip:** New York, New York 10014

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 960918 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:00:55 PM

**City/State/Zip:** Manchester, New Hampshire 03102

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

**(b) (6)**



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[Ticket: # 960919 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 5:01:03 PM

**City/State/Zip:** Tallahassee, Florida 32305

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960936 - XXXXXXXXXXXX XXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:03:50 PM

**City/State/Zip:** San Antonio, Texas 78261

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960938 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:03:57 PM

**City/State/Zip:** Chicago, Illinois 60645

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 960921 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:01:09 PM

**City/State/Zip:** Folsom, California 95630

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960922 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:01:14 PM

**City/State/Zip:** Strongsville, Ohio 44149

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 960924 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:01:31 PM

**City/State/Zip:** Brisbane, California 94005

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960926 - XXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:01:47 PM

**City/State/Zip:** San Antonio, Texas 78238

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 960937 - XXXXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 5:03:51 PM

**City/State/Zip:** Nekoosa, Wisconsin 54457

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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[Ticket: # 960929 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 5:02:38 PM

**City/State/Zip:** Pueblo, Colorado 81005

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960930 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:02:42 PM

**City/State/Zip:** Saint Paul, Minnesota 55118

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 960932 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:03:08 PM

**City/State/Zip:** Reed City, Michigan 49677

**Company Complaining About:** Comcast

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## **Description**

**\*\*It just amazes me that this continues, and apparently the same corporations. I strongly suggest that this latest snub should be dealt with by fining the company asap. It is long overdue for them to be held monetarily accountable.\*\***

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 960933 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 5:03:27 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19145

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960935 - XXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:03:39 PM

**City/State/Zip:** Jeannette, Pennsylvania 15644

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960940 - XXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:04:09 PM

**City/State/Zip:** Somersworth, New Hampshire 03878

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 960941 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:04:14 PM

**City/State/Zip:** Middleboro, Massachusetts 02346

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960943 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:04:29 PM

**City/State/Zip:** Pelham, New York 10803

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960945 - XXXXXX XXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:04:51 PM

**City/State/Zip:** Lafayette, Oregon 97127

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960947 - XXXXX XXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:04:56 PM

**City/State/Zip:** Santa Fe, New Mexico 87501

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 960948 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:05:07 PM

**City/State/Zip:** Rockford, Illinois 61109

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960953 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:06:15 PM

**City/State/Zip:** Solvang, California 93463

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960954 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:06:57 PM

**City/State/Zip:** South Haven, Michigan 49090

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960955 - XXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:07:22 PM

**City/State/Zip:** Oviedo, Florida 32765

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email. Thank you for your time.

(b) (6) [REDACTED]



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[Ticket: # 960957 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 5:07:36 PM

**City/State/Zip:** Estacada, Oregon 97023

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960958 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:07:46 PM

**City/State/Zip:** Newport Beach, California 92661

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 960962 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 5:08:58 PM

**City/State/Zip:** Greensboro Bend, Vermont 05842

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 960963 - XXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:08:59 PM

**City/State/Zip:** Oviedo, Florida 32765

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 960964 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:09:01 PM

**City/State/Zip:** Mount Laurel, New Jersey 08054

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

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Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 960975 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 5:10:36 PM

**City/State/Zip:** Albemarle, North Carolina 28001

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)



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**Ticket: # 960967 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:09:52 PM

**City/State/Zip:** Franklin Square, New York 11010

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960968 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:09:54 PM

**City/State/Zip:** Middlebury, Connecticut 06762

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960969 - X XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:09:58 PM

**City/State/Zip:** Oakland, California 94611

**Company Complaining About:** Verizon

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## **Description**

This is a strong plea for the FCC to continue to do its job. Since you get the kinds of jobs which seem never to be done -- such as protecting Net Neutrality -- you have a lot of important work to do, particularly since it seems to be an a phase where 'wiggling' is a major activity.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet

loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 960973 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:10:07 PM

**City/State/Zip:** Brooklyn, New York 11216

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)



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**Ticket: # 960974 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:10:10 PM

**City/State/Zip:** Spokane, Washington 99224

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 960976 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 5:11:00 PM

**City/State/Zip:** New York, New York 10031

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960977 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:11:02 PM

**City/State/Zip:** Sacramento, California 95811

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

[REDACTED]

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**Ticket: # 960978 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:11:03 PM

**City/State/Zip:** Ventura, California 93001

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 960979 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:11:07 PM

**City/State/Zip:** Albemarle, North Carolina 28001

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.



These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 960982 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:11:35 PM

**City/State/Zip:** Sacramento, California 95811

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.



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**Ticket: # 960988 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:12:13 PM

**City/State/Zip:** Saint Paul, Minnesota 55110

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

[REDACTED]

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[Ticket: # 960998 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 5:13:35 PM

**City/State/Zip:** Henrico, Virginia 23238

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 960999 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:13:38 PM

**City/State/Zip:** Tustin, California 92780

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

[REDACTED]

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**Ticket: # 961000 - XXX XXXXXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:13:41 PM

**City/State/Zip:** Vernon Rockville, Connecticut 06066

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

[REDACTED]

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[Ticket: # 961001 - XXX XXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 5:13:50 PM

**City/State/Zip:** Altoona, Wisconsin 54720

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As a Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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[Ticket: # 961002 - XX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 5:13:57 PM

**City/State/Zip:** Indianapolis, Indiana 46256

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 961004 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:14:14 PM

**City/State/Zip:** Brookville, Pennsylvania 15825

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



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**Ticket: # 961006 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:14:28 PM

**City/State/Zip:** Winslow, Arizona 86047

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 961008 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:14:42 PM

**City/State/Zip:** Norcross, Georgia 30093

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961010 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:15:11 PM

**City/State/Zip:** Buffalo, New York 14214

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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[Ticket: # 961013 - XXXXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 5:15:33 PM

**City/State/Zip:** Durham, North Carolina 27705

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961014 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:15:35 PM

**City/State/Zip:** Portland, Oregon 97206

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 961016 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:15:42 PM

**City/State/Zip:** Miami, Florida 33138

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961017 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:15:51 PM

**City/State/Zip:** Gadsden, Alabama 35904

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961018 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:16:03 PM

**City/State/Zip:** Oceanside, California 92054

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

[REDACTED]



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**Ticket: # 961022 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:16:27 PM

**City/State/Zip:** Dansville, New York 14437

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961024 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:16:37 PM

**City/State/Zip:** Shoreline, Washington 98155

**Company Complaining About:** Verizon

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## **Description**

Hello,

The FCC should be watching Comcast and others very closely for violations of both the letter and spirit of the Net Neutrality rules.

Regulating Netflix while providing unlimited bandwidth to an in-house clone, Comcast certainly breaks both letter and spirit of Net Neutrality.

We citizens expect the Agency to carry out its mandates and vigorously enforce established rules.

If the FCC is not going to enforce the rules, please let us know so we can move to replace commissioners and the Chair with leaders who will.

Thanks

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't

want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961026 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:16:58 PM

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

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

[REDACTED]

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[Ticket: # 961027 - XXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 5:17:02 PM

**City/State/Zip:** Tucson, Arizona 85705

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961029 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:17:09 PM

**City/State/Zip:** Olney, Texas 76374

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

[REDACTED]

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**Ticket: # 961046 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:20:10 PM

**City/State/Zip:** Darien, Illinois 60561

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961037 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:18:50 PM

**City/State/Zip:** San Mateo, California 94401

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961038 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:18:52 PM

**City/State/Zip:** Houston, Texas 77035

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961040 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:18:58 PM

**City/State/Zip:** Wichita, Kansas 67203

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961044 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 5:19:21 PM

**City/State/Zip:** Austin, Texas 78748

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

[REDACTED]

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**Ticket: # 961047 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:20:13 PM

**City/State/Zip:** Munster, Indiana 46321

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961049 - XXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:20:16 PM

**City/State/Zip:** Sultan, Washington 98294

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number

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**Ticket: # 961051 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:20:42 PM

**City/State/Zip:** Branchburg, New Jersey 08876

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961052 - XXXXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:20:48 PM

**City/State/Zip:** Irvine, California 92617

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 961066 - XXX XXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:22:15 PM

**City/State/Zip:** San Rafael, California 94912

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 961067 - XXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:22:17 PM

**City/State/Zip:** Sacramento, California 95819

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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[Ticket: # 961058 - XXXXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 5:21:24 PM

**City/State/Zip:** Wake Village, Texas 75501

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.



These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961059 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:21:29 PM

**City/State/Zip:** Placentia, California 92870

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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[Ticket: # 961060 - XXXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 5:21:36 PM

**City/State/Zip:** Alameda, California 94501

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961062 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:21:42 PM

**City/State/Zip:** Towson, Maryland 21204

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

[REDACTED]

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[Ticket: # 961063 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 5:22:02 PM

**City/State/Zip:** Lancaster, Pennsylvania 17601

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.



These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961070 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:22:32 PM

**City/State/Zip:** Perry, Ohio 44081

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

[REDACTED]

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**Ticket: # 961073 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:22:48 PM

**City/State/Zip:** Tucson, Arizona 85730

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961077 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:23:16 PM

**City/State/Zip:** Branford, Florida 32008

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.



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**Ticket: # 961079 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:23:37 PM

**City/State/Zip:** Falls Village, Connecticut 06031

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961084 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:24:38 PM

**City/State/Zip:** Kensington, California 94708

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961085 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:24:51 PM

**City/State/Zip:** Fords, New Jersey 08863

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961087 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:24:57 PM

**City/State/Zip:** Baltimore, Maryland 21224

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961103 - XXXX X's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:26:49 PM

**City/State/Zip:** Castle Rock, Colorado 80104

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.



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**Ticket: # 961126 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:31:20 PM

**City/State/Zip:** Denver, Colorado 80236

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961127 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:31:28 PM

**City/State/Zip:** Pepperell, Massachusetts 01463

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961096 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 5:25:40 PM

**City/State/Zip:** San Francisco, California 94109

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961097 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:25:41 PM

**City/State/Zip:** Plainville, Connecticut 06062

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961098 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:25:45 PM

**City/State/Zip:** Alexandria, Virginia 22313

**Company Complaining About:** T Mobile

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## **Description**

Last year, the FCC rightly protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out (of which I was one). But now, the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that deliberately and blatantly ignore the new rules, and in so doing, pose a serious threat to the open Internet.

T-Mobile is one of the companies breaking the rules, and the FCC should put a stop to it and fine them substantially for it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile's underhanded scheme to ignore the rule, while purporting to be in compliance, is to exempt the content of select video providers from customers' data caps as part of its Binge On program. But this only applies if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult to impossible for many start-ups, small players, and non-commercial speakers to join, not least because of the amount of bandwidth that is required. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit and wait for long periods of time through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out; but, they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites and small businesses, and the idea of requiring special deals to access customers directly violates the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile, and all the other major telecom companies, hate the FCC's Net Neutrality rules, and are doing everything they can to undermine and get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers. Moreover, these actions reiterate a point I made repeatedly during the Open Internet/Net Neutrality debate: That these companies have shown over and over again that they cannot be trusted, and will never do the right thing unless they are forced to.

These schemes need to be investigated and stopped, and the companies perpetrating them should be fined heavily for it. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile

and others. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email. I welcome any questions you may have.

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[Ticket: # 961099 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 5:25:56 PM

**City/State/Zip:** San Francisco, California 94109

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961100 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:25:58 PM

**City/State/Zip:** Burlington, Vermont 05401

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961101 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 5:26:12 PM

**City/State/Zip:** Reading, Pennsylvania 19605

**Company Complaining About:** Comcast

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## Description

The following was composed by my friends who fight for an open, neutral internet. They cover the bases well, excepting their failure to mention that Comcast Customer Service is the worldwide standard for ineptitude. Let us not encourage or empower them.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.



These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961102 - XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:26:44 PM

**City/State/Zip:** Walton, New York 13856

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961106 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:27:16 PM

**City/State/Zip:** Altadena, California 91001

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961108 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:27:52 PM

**City/State/Zip:** Lafayette, Colorado 80026

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961123 - XXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:30:43 PM

**City/State/Zip:** Portland, Oregon 97209

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961113 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 5:29:43 PM

**City/State/Zip:** Bloomfield, New Jersey 07003

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961116 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:30:05 PM

**City/State/Zip:** Montgomery, Alabama 36109

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961117 - XXXXXXXXXXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:30:09 PM

**City/State/Zip:** Chicago, Illinois 60612

**Company Complaining About:** AT&T

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## **Description**

Big business can't win. There won't be a future for the FCC to protect if things like this keep happening:

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961118 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:30:11 PM

**City/State/Zip:** Bakersfield, California 93301

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961119 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:30:21 PM

**City/State/Zip:** Hollywood, Florida 33019

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961120 - XXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 5:30:22 PM

**City/State/Zip:** Evansville, Indiana 47710

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.


These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

I'm not a Verizon customer, and never will be. There are rules to follow, and they are not exempt from them.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



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**Ticket: # 961122 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:30:26 PM

**City/State/Zip:** Pawnee Rock, Kansas 67567

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961129 - XXXXXXXX XXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 5:32:04 PM

**City/State/Zip:** Yorktown Heights, New York 10598

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961130 - XXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:32:12 PM

**City/State/Zip:** Signal Hill, California 90755

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961132 - XXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:32:36 PM

**City/State/Zip:** Signal Hill, California 90755

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961135 - XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:33:06 PM

**City/State/Zip:** Wallace, North Carolina 28466

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 961149 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:35:50 PM

**City/State/Zip:** Greenville, South Carolina 29609

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961150 - XXXX XXXXXX 's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 5:36:56 PM

**City/State/Zip:** Springfield, Virginia 22153

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961138 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:33:23 PM

**City/State/Zip:** Yorktown Heights, New York 10598

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961142 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:34:45 PM

**City/State/Zip:** Chandler, Arizona 85286

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961143 - XXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:34:46 PM

**City/State/Zip:** Venice, Florida 34293

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961144 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:34:59 PM

**City/State/Zip:** Jacksonville, Alabama 36265

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961147 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:35:42 PM

**City/State/Zip:** Battle Ground, Washington 98604

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961154 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:37:20 PM

**City/State/Zip:** Redwood City, California 94061

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961155 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:37:29 PM

**City/State/Zip:** Corvallis, Oregon 97333

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961156 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:37:31 PM

**City/State/Zip:** Park Forest, Illinois 60466

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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## complaint re: ISP Zero Rating

**Date:** 5/6/2016 5:37:52 PM

**City/State/Zip:** Sacramento, California 95827

**Company Complaining About:** Comcast

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### Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.





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**Ticket: # 961160 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:38:08 PM

**City/State/Zip:** Ashfield, Massachusetts 01330

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961162 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:38:17 PM

**City/State/Zip:** Lehigh Acres, Florida 33936

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961164 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:38:46 PM

**City/State/Zip:** Eldon, Iowa 52554

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.



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[Ticket: # 961166 - XXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 5:38:55 PM

**City/State/Zip:** Kansas City, Missouri 64114

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961169 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:39:10 PM

**City/State/Zip:** Saint Petersburg, Florida 33713

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961200 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:42:03 PM

**City/State/Zip:** Mobile, Alabama 36604

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961174 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:39:20 PM

**City/State/Zip:** Middletown, Pennsylvania 17057

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961175 - XXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:39:23 PM

**City/State/Zip:** San Bruno, California 94066

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961177 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 5:39:37 PM

**City/State/Zip:** Denver, Colorado 80239

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.



These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961178 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:39:38 PM

**City/State/Zip:** Worcester, Massachusetts 01609

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 961198 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:41:45 PM

**City/State/Zip:** Grand Prairie, Texas 75050

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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[Ticket: # 961182 - XXXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 5:39:45 PM

**City/State/Zip:** Council Bluffs, Iowa 51501

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 961183 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:39:56 PM

**City/State/Zip:** Jacksonville, North Carolina 28540

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961185 - XXXX XXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 5:40:08 PM

**City/State/Zip:** Dallas, Texas 75236

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961186 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:40:09 PM

**City/State/Zip:** Water Valley, Mississippi 38965

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

[REDACTED]

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[Ticket: # 961192 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 5:40:45 PM

**City/State/Zip:** Orange, California 92869

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961193 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:41:07 PM

**City/State/Zip:** Hackensack, New Jersey 07601

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

[REDACTED]

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**Ticket: # 961195 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:41:30 PM

**City/State/Zip:** Panama City, Florida 32405

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961196 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:41:39 PM

**City/State/Zip:** Alexandria, Virginia 22304

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.



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**Ticket: # 961201 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:42:09 PM

**City/State/Zip:** Grass Valley, California 95945

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.



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**Ticket: # 961202 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:42:12 PM

**City/State/Zip:** Carrboro, North Carolina 27510

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

[REDACTED]

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**Ticket: # 961204 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:42:30 PM

**City/State/Zip:** Minneapolis, Minnesota 55408

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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[Ticket: # 961206 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 5:42:39 PM

**City/State/Zip:** San Diego, California 92131

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 961208 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:42:56 PM

**City/State/Zip:** Culdesac, Idaho 83524

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.



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**Ticket: # 961209 - XXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:43:12 PM

**City/State/Zip:** Wichita Falls, Texas 76301

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.



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**Ticket: # 961211 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:43:38 PM

**City/State/Zip:** Encino, California 91436

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an [REDACTED]

[REDACTED]



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**Ticket: # 961212 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:43:44 PM

**City/State/Zip:** Studio City, California 91604

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961215 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:44:00 PM

**City/State/Zip:** San Diego, California 92102

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961216 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:44:35 PM

**City/State/Zip:** Sioux City, Iowa 51104

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961217 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:44:36 PM

**City/State/Zip:** Vancouver, Washington 98662

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.



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**Ticket: # 961219 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:46:06 PM

**City/State/Zip:** Tampa, Florida 33629

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.



These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961222 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:46:16 PM

**City/State/Zip:** Seattle, Washington 98115

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961223 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:46:26 PM

**City/State/Zip:** Alexandria, Virginia 22302

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 961224 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:46:30 PM

**City/State/Zip:** Seattle, Washington 98106

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

[REDACTED]

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**Ticket: # 961226 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:46:40 PM

**City/State/Zip:** Seattle, Washington 98116

**Company Complaining About:** Comcast

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## **Description**

This is getting ridiculous. Having to continually protect freedoms that we've established and voted into place are being ignored by greedy corporations. They need to be taught a lesson on the illegal actions they are continually making.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961228 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:46:51 PM

**City/State/Zip:** Gulf Breeze, Florida 32563

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.



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**Ticket: # 961229 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:46:52 PM

**City/State/Zip:** Oxnard, California 93033

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

[REDACTED]

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[Ticket: # 961231 - XXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 5:47:14 PM

**City/State/Zip:** Houston, Texas 77082

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961233 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:48:03 PM

**City/State/Zip:** San Francisco, California 94109

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961235 - XXXXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:48:27 PM

**City/State/Zip:** Lewes, Delaware 19958

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961236 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:48:58 PM

**City/State/Zip:** Round Rock, Texas 78681

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 961237 - XXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:49:00 PM

**City/State/Zip:** Fairbanks, Alaska 99709

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961242 - XXXX XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:50:51 PM

**City/State/Zip:** Louisville, Kentucky 40299

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

[REDACTED]

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**Ticket: # 961243 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:50:52 PM

**City/State/Zip:** San Rafael, California 94903

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

[REDACTED]

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[Ticket: # 961244 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 5:51:03 PM

**City/State/Zip:** Pittsburgh, Pennsylvania 15216

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

██████████ privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961245 - XXXXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:51:09 PM

**City/State/Zip:** Dearborn, Michigan 48124

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961246 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 5:51:17 PM

**City/State/Zip:** Santa Fe, New Mexico 87505

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961247 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:51:31 PM

**City/State/Zip:** Tarzana, California 91356

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961248 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:51:42 PM

**City/State/Zip:** Rio Rancho, New Mexico 87144

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961249 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:51:49 PM

**City/State/Zip:** Mount Vernon, New York 10550

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961250 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:52:27 PM

**City/State/Zip:** Dekalb, Illinois 60115

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

[REDACTED]



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**Ticket: # 961253 - XXXXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:52:54 PM

**City/State/Zip:** Chicago, Illinois 60618

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord. Additionally I am an avid gamer and the current trend in the industry is to switch from physical to digital media. Many games now require downloads upwards 50GB per game not to mention regular updates and patches in excess of 5GB.

I don't want Comcast charging me extra for a service I already pay too much for or messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, it hurts innovation in the space of digital media, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961254 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:53:19 PM

**City/State/Zip:** Troy, Michigan 48084

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961255 - XXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:53:33 PM

**City/State/Zip:** Las Vegas, Nevada 89121

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961256 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:53:38 PM

**City/State/Zip:** Manitowoc, Wisconsin 54220

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961257 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:53:43 PM

**City/State/Zip:** Frisco, Texas 75035

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961258 - XXXXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:53:45 PM

**City/State/Zip:** Mill Valley, California 94941

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961259 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:53:53 PM

**City/State/Zip:** Fair Oaks, California 95628

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.



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**Ticket: # 961260 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:54:08 PM

**City/State/Zip:** Santa Fe, New Mexico 87505

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961262 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:54:22 PM

**City/State/Zip:** Durham, North Carolina 27704

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961263 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:54:32 PM

**City/State/Zip:** Huntington Park, California 90255

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961264 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:54:33 PM

**City/State/Zip:** Monroe, Georgia 30656

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961284 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 5:57:05 PM

**City/State/Zip:** Chicago, Illinois 60654

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961266 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:54:45 PM

**City/State/Zip:** Chaplin, Connecticut 06235

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961267 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 5:54:59 PM

**City/State/Zip:** Franklin, Wisconsin 53132

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.



These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961268 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:55:10 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19134

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961269 - XXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:55:31 PM

**City/State/Zip:** Oak Park, Michigan 48237

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961296 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:00:03 PM

**City/State/Zip:** Avondale, Arizona 85323

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961274 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:55:46 PM

**City/State/Zip:** Glen Mills, Pennsylvania 19342

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.



These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961275 - XXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:55:52 PM

**City/State/Zip:** Hillsborough, New Hampshire 03244

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

[REDACTED]

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**Ticket: # 961278 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:56:11 PM

**City/State/Zip:** Pensacola, Florida 32526

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 961279 - XXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:56:34 PM

**City/State/Zip:** Capitola, California 95010

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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[REDACTED]

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**Ticket: # 961280 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:56:39 PM

**City/State/Zip:** Daytona Beach, Florida 32118

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

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As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



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**Ticket: # 961287 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:57:56 PM

**City/State/Zip:** Moxee, Washington 98936

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.


Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email. Some us are also on limited incomes, so we have to make choices as the programs/apps we use. In some places over the air tv is not available, so the only way to watch is through the net. Therefore, I expect net neutrality to be a reality, and not capped in any way.



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**Ticket: # 961288 - XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:58:18 PM

**City/State/Zip:** Hudson, Florida 34667

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.


Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.  
WE ARE AWAKE AND READY TO BOYCOTT AS WE HAVE DONE TO MCDONALDS AND MANY OTHERS...!!!



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**Ticket: # 961290 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:58:31 PM

**City/State/Zip:** Gasquet, California 95543

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 961293 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:59:36 PM

**City/State/Zip:** Louisville, Kentucky 40250

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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[REDACTED]



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**Ticket: # 961294 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:59:45 PM

**City/State/Zip:** York, Pennsylvania 17403

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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[REDACTED]

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**Ticket: # 961295 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:59:50 PM

**City/State/Zip:** Minneapolis, Minnesota 55418

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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[REDACTED]

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[Ticket: # 961297 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 6:00:18 PM

**City/State/Zip:** Wetumpka, Alabama 36092

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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[Ticket: # 961298 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 6:00:26 PM

**City/State/Zip:** Saint Louis, Missouri 63130

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an [REDACTED]

[REDACTED]

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[Ticket: # 961304 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 6:01:03 PM

**City/State/Zip:** Pittsburgh, Pennsylvania 15201

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.



These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961316 - XXXXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:02:23 PM

**City/State/Zip:** Moscow, Idaho 83843

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961308 - XXXXX XXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 6:01:24 PM

**City/State/Zip:** Crystal River, Florida 34428

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961311 - XXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 6:01:32 PM

**City/State/Zip:** Carterville, Missouri 64835

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use. Look at our overseas allies. It's shameful that our internet infrastructure is so poor compare to theirs, simply because the top ISPs would rather keep making a profit off of imposing fees over completely baseless conditions such as data caps because "the servers wouldn't be able to keep up", rather than improve their service.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961315 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:02:18 PM

**City/State/Zip:** Telford, Pennsylvania 18969

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961317 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:02:46 PM

**City/State/Zip:** Reno, Nevada 89521

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961337 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:05:39 PM

**City/State/Zip:** Brooklyn, New York 11229

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961321 - XXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:03:20 PM

**City/State/Zip:** Cowan, Tennessee 37318

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961329 - XXXX XXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 6:04:17 PM

**City/State/Zip:** Brooklyn, Maryland 21225

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.



These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961323 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:03:28 PM

**City/State/Zip:** Telford, Pennsylvania 18969

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961325 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:03:39 PM

**City/State/Zip:** Ashland, Massachusetts 01721

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

[REDACTED]

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**Ticket: # 961327 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:03:44 PM

**City/State/Zip:** Minneapolis, Minnesota 55412

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules. . But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961328 - XXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 6:04:16 PM

**City/State/Zip:** Portland, Oregon 97215

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961331 - XXXX XXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:04:43 PM

**City/State/Zip:** San Jose, California 95110

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961333 - XXXXXXXXXX XXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:05:01 PM

**City/State/Zip:** Woodway, Washington 98020

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961336 - XXXXXXXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:05:26 PM

**City/State/Zip:** Middletown, Connecticut 06457

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961338 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:05:45 PM

**City/State/Zip:** Pittsburgh, Pennsylvania 15208

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.



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[Ticket: # 961339 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 6:05:56 PM

**City/State/Zip:** Humble, Texas 77396

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.



These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961340 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 6:05:57 PM

**City/State/Zip:** Denver, Colorado 80218

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961341 - XXXXX XXXXXXXXXXXX's XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 6:05:58 PM

**City/State/Zip:** Denver, Colorado 80218

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961342 - XXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 6:06:02 PM

**City/State/Zip:** Dallas, Texas 75248

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961343 - X XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:06:04 PM

**City/State/Zip:** Escondido, California 92026

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me). I'm really angry that AT&T took away my classic country music station (music from the 40s & 50s that I loved as a child) and gave me no other equivalent choice, even though I pay about \$200/month for the bundled service.

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961344 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:06:06 PM

**City/State/Zip:** Winder, Georgia 30680

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961345 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:06:18 PM

**City/State/Zip:** Humble, Texas 77396

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961347 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:06:32 PM

**City/State/Zip:** Stevenson Ranch, California 91381

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961348 - XXX XXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:06:40 PM

**City/State/Zip:** Glendale, Arizona 85301

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.



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**Ticket: # 961349 - XXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:06:44 PM

**City/State/Zip:** New Albany, Ohio 43054

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961350 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:06:51 PM

**City/State/Zip:** Escondido, California 92029

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.



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[Ticket: # 961351 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 6:07:05 PM

**City/State/Zip:** Fairfax, Virginia 22032

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961352 - XXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 6:07:43 PM

**City/State/Zip:** San Marcos, Texas 78666

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961354 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:07:57 PM

**City/State/Zip:** Osceola, Indiana 46561

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961371 - XXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:10:36 PM

**City/State/Zip:** Olympia, Washington 98513

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 961356 - XXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:08:23 PM

**City/State/Zip:** Cedar Park, Texas 78613

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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[Ticket: # 961357 - XXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 6:08:28 PM

**City/State/Zip:** Kenai, Alaska 99611

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961358 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:08:34 PM

**City/State/Zip:** New Orleans, Louisiana 70121

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. AT&T just notified me that starting May 23 it will be "increasing the U-verse Internet Data Allowance for many customers...there's a \$10 charge for each 50GB of data you use over the allowance amount." When I called about my rates and read this statement to the phone rep. I said "So this is how AT&T is getting around Net Neutrality." After about 10 seconds she said "Yes." Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast and AT&T have found another way to pick winners and losers: they apply arbitrary data caps, but exempt their own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

There's no legitimate reason for data caps to exist at all. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As an AT&T customer I should be able to choose freely whether I want to subscribe to traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. AT&T is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast and AT&T hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961360 - XXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:08:44 PM

**City/State/Zip:** Milford, Massachusetts 01757

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.



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**Ticket: # 961361 - XXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:08:57 PM

**City/State/Zip:** Milford, Massachusetts 01757

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 1020876 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 5:34:48 PM

**City/State/Zip:** Davis, California 95616

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961364 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 6:09:57 PM

**City/State/Zip:** Ben Lomond, California 95005

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961365 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:10:05 PM

**City/State/Zip:** Long Beach, California 90807

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.



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**Ticket: # 961382 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:13:28 PM

**City/State/Zip:** Moffat, Colorado 81143

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961368 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:10:10 PM

**City/State/Zip:** Phoenix, Arizona 85004

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.



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**Ticket: # 961369 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:10:13 PM

**City/State/Zip:** American Fork, Utah 84003

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961372 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:10:37 PM

**City/State/Zip:** Baltimore, Maryland 21218

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961491 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:33:41 PM

**City/State/Zip:** Augusta, West Virginia 26704

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

[REDACTED]



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[Ticket: # 961375 - XXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 6:10:59 PM

**City/State/Zip:** Broomfield, Colorado 80021

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961376 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:11:20 PM

**City/State/Zip:** Broomfield, Colorado 80021

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961377 - XXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 6:11:20 PM

**City/State/Zip:** American Fork, Utah 84003

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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[Ticket: # 961378 - XXXXX XXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 6:11:25 PM

**City/State/Zip:** Worcester, Massachusetts 01602

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961379 - XXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:12:16 PM

**City/State/Zip:** Rochester, New York 14607

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961380 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:12:24 PM

**City/State/Zip:** Austin, Texas 78745

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.



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[Ticket: # 961383 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 6:14:03 PM

**City/State/Zip:** Mount Morris, Michigan 48458

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T has already slowed our Netflix and Hulu streams, YouTube is nearly unviewable.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961384 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:14:38 PM

**City/State/Zip:** Arden, North Carolina 28704

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961387 - XXXXXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 6:15:09 PM

**City/State/Zip:** Dallas, Texas 75208

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961388 - XXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 6:15:17 PM

**City/State/Zip:** West Chester, Ohio 45069

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 961425 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:21:28 PM

**City/State/Zip:** San Diego, California 92163

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961393 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:16:00 PM

**City/State/Zip:** Lafayette, California 94549

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961394 - XX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:16:04 PM

**City/State/Zip:** Houston, Texas 77025

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961399 - XXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:17:08 PM

**City/State/Zip:** Olympia, Washington 98513

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 962078 - XXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:33:04 PM

**City/State/Zip:** Jackson, Tennessee 38305

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961410 - XXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:18:49 PM

**City/State/Zip:** Spring, Texas 77373

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.



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[Ticket: # 961402 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 6:17:46 PM

**City/State/Zip:** Oak Ridge, Tennessee 37830

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961406 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 6:18:28 PM

**City/State/Zip:** Lewisville, Texas 75077

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961408 - XXXXXXXXXX XXXXXXXX 's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 6:18:32 PM

**City/State/Zip:** San Francisco, California 94122

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961409 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:18:41 PM

**City/State/Zip:** Merchantville, New Jersey 08109

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961417 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:20:03 PM

**City/State/Zip:** Minneapolis, Minnesota 55414

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961412 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:19:11 PM

**City/State/Zip:** Appleton, Wisconsin 54915

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961414 - XXXXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:19:42 PM

**City/State/Zip:** West Hartford, Connecticut 06117

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961415 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:19:44 PM

**City/State/Zip:** Branford, Connecticut 06405

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961416 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 6:19:53 PM

**City/State/Zip:** Santa Cruz, California 95060

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 961418 - XXXXX XXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:20:22 PM

**City/State/Zip:** Tracy, California 95377

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 961421 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:20:28 PM

**City/State/Zip:** Houston, Texas 77057

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



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**Ticket: # 961422 - XXXXXX XXXXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:20:31 PM

**City/State/Zip:** Bellows Falls, Vermont 05101

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

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As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

[REDACTED]

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**Ticket: # 961423 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:20:37 PM

**City/State/Zip:** Stone Mountain, Georgia 30087

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 961426 - XX XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:21:34 PM

**City/State/Zip:** Purdon, Texas 76679

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961427 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:21:40 PM

**City/State/Zip:** Northfield, Minnesota 55057

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

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These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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[Ticket: # 961428 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 6:22:21 PM

**City/State/Zip:** Grandview, Missouri 64030

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

[REDACTED]

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**Ticket: # 961429 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:22:27 PM

**City/State/Zip:** Olympia, Washington 98502

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961432 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:22:54 PM

**City/State/Zip:** Houston, Texas 77057

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 962198 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:19:13 PM

**City/State/Zip:** Minneapolis, Minnesota 55416

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961434 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:23:15 PM

**City/State/Zip:** Forest Grove, Oregon 97116

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961438 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:24:15 PM

**City/State/Zip:** Panama City, Florida 32404

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961442 - XXXXXX XXXXXXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:24:35 PM

**City/State/Zip:** Bellows Falls, Vermont 05101

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961443 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:24:39 PM

**City/State/Zip:** Grand Rapids, Michigan 49507

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961444 - XXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:24:40 PM

**City/State/Zip:** Irvine, California 92620

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961445 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:24:42 PM

**City/State/Zip:** South Berwick, Maine 03908

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961449 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:25:03 PM

**City/State/Zip:** Springfield, Missouri 65804

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

[REDACTED]

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**Ticket: # 961450 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:25:09 PM

**City/State/Zip:** Palm Springs, California 92262

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961451 - XXXXXX XXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:25:11 PM

**City/State/Zip:** Brooklyn, New York 11238

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961457 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:25:52 PM

**City/State/Zip:** Peekskill, New York 10566

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.



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**Ticket: # 961458 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:25:56 PM

**City/State/Zip:** Hacienda Heights, California 91745

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961460 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:26:05 PM

**City/State/Zip:** Cortez, Colorado 81321

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961461 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:27:10 PM

**City/State/Zip:** Siletz, Oregon 97380

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961463 - XXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:27:17 PM

**City/State/Zip:** Fortuna, California 95540

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961464 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:27:21 PM

**City/State/Zip:** Hickman, Nebraska 68372

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961465 - XXXXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 6:27:27 PM

**City/State/Zip:** Orlando, Florida 32828

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961467 - XXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:27:33 PM

**City/State/Zip:** Wayne, New Jersey 07470

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961469 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:28:00 PM

**City/State/Zip:** Atlanta, Georgia 30340

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961470 - XXXXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:28:20 PM

**City/State/Zip:** Orlando, Florida 32828

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961472 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:28:58 PM

**City/State/Zip:** Rockford, Illinois 61101

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961473 - XXXXX XXXXXX 's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 6:29:19 PM

**City/State/Zip:** Accord, New York 12404

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961479 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:29:54 PM

**City/State/Zip:** North Miami Beach, Florida 33160

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 961495 - XX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:34:40 PM

**City/State/Zip:** Tavares, Florida 32778

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

[REDACTED]

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**Ticket: # 961482 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:31:32 PM

**City/State/Zip:** East Windsor, New Jersey 08512

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961483 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:31:41 PM

**City/State/Zip:** Columbia, South Carolina 29204

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.



These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.



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**Ticket: # 961484 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:31:43 PM

**City/State/Zip:** Jacksonville, Florida 32205

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

[REDACTED]

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**Ticket: # 961503 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:38:06 PM

**City/State/Zip:** San Francisco, California 94110

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961487 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:33:07 PM

**City/State/Zip:** Saint Paul, Minnesota 55123

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961488 - XXXXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:33:08 PM

**City/State/Zip:** North Kingstown, Rhode Island 02852

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961489 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:33:36 PM

**City/State/Zip:** Kalamazoo, Michigan 49009

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

[REDACTED]

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[Ticket: # 961490 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 6:33:39 PM

**City/State/Zip:** Sterling, Virginia 20165

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961493 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:34:30 PM

**City/State/Zip:** Alexandria, Virginia 22305

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961494 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:34:31 PM

**City/State/Zip:** Portland, Oregon 97202

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961496 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:34:42 PM

**City/State/Zip:** West Bloomfield, Michigan 48324

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961497 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:34:57 PM

**City/State/Zip:** Panama City, Florida 32401

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961498 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:36:26 PM

**City/State/Zip:** Minneapolis, Minnesota 55401

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961509 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:39:27 PM

**City/State/Zip:** Madison, Wisconsin 53703

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961501 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:37:24 PM

**City/State/Zip:** Los Angeles, California 90032

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961502 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:37:30 PM

**City/State/Zip:** Staten Island, New York 10304

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961504 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 6:38:16 PM

**City/State/Zip:** Townshend, Vermont 05353

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961506 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:38:58 PM

**City/State/Zip:** San Francisco, California 94110

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961511 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 6:39:46 PM

**City/State/Zip:** Fort Irwin, California 92310

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961512 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 6:40:19 PM

**City/State/Zip:** Moorhead, Minnesota 56560

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961513 - XXXXXXX X's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:40:32 PM

**City/State/Zip:** Mantua, New Jersey 08051

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961515 - XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:40:57 PM

**City/State/Zip:** Independence, Kentucky 41051

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961517 - XXXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:41:13 PM

**City/State/Zip:** Nesconset, New York 11767

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules. As a Verizon customer, I want to know exactly what is going on and what is being done about it.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. This is just as dirty and underhanded a trick as what was already ruled illegal. While not exactly the same, what this does is force app owners, website owners, etc. to pay Verizon blood-money so that they can be put in the zero-rated club.

Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have. The same reason that fast lanes undermine the entire philosophy of an Open Internet, these sneaky ways to get under the data cap allow for the same thing - profiteering by Verizon at the expense of the consumer. Honestly, it's double-dipping. Verizon charges consumers for access to the internet. We aren't paying for Verizon's version of the internet. And that's exactly what allowing this sort of behavior from them creates. It allows them to dictate what the internet is for their customers. That's just not right.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use. Again, I don't want Verizon to dictate to me what I can and cannot use. Not to mention that the criteria they are deciding this upon is based solely on who is paying them and who isn't/can't.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961527 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:43:44 PM

**City/State/Zip:** Minneapolis, Minnesota 55455

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961519 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:41:28 PM

**City/State/Zip:** Greenland, New Hampshire 03840

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961520 - XXXXX XXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:41:34 PM

**City/State/Zip:** Winder, Georgia 30680

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961521 - XXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:41:57 PM

**City/State/Zip:** Yuma, Arizona 85367

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961522 - XXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 6:42:06 PM

**City/State/Zip:** Los Angeles, California 90017

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961528 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:43:47 PM

**City/State/Zip:** Danville, Virginia 24541

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961532 - XXXXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:44:29 PM

**City/State/Zip:** South Yarmouth, Massachusetts 02664

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Please do the right thing with respect to this situation.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961533 - XXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 6:44:31 PM

**City/State/Zip:** East Stroudsburg, Pennsylvania 18301

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

[REDACTED]

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**Ticket: # 961545 - X XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:46:08 PM

**City/State/Zip:** Santa Fe, New Mexico 87502

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.



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[Ticket: # 961538 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 6:45:13 PM

**City/State/Zip:** Shoreline, Washington 98133

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961541 - XXXXXXXX XXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:45:22 PM

**City/State/Zip:** Hopkins, Minnesota 55343

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961542 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:45:48 PM

**City/State/Zip:** Yelm, Washington 98597

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961543 - XXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 6:45:52 PM

**City/State/Zip:** Cleveland, Ohio 44105

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon, AT&T, Comcast, T-mobile, and others, are breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an internet user with a household of 4, I don't want these giants to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. Comcast for example limiting how many shows you can stream via Netflix, yet unlimited streams using inferior content from their Xfinity service is damaging to ecommerce, the economy, and unethical strong arm business tactics that harms other business trades/services. We pay for internet service, we should not be limited to the content of what the companies provide. I request that the FCC investigate Verizon and these other companies for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon and the other big players hate the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run,

everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961544 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:46:04 PM

**City/State/Zip:** Kailua Kona, Hawaii 96740

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961547 - XXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 6:46:49 PM

**City/State/Zip:** Granada Hills, California 91344

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961548 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:46:55 PM

**City/State/Zip:** Lake Saint Louis, Missouri 63367

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961549 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:47:06 PM

**City/State/Zip:** White Plains, New York 10605

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.



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**Ticket: # 961550 - XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:47:30 PM

**City/State/Zip:** Melrose, Massachusetts 02176

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.



These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961551 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:48:01 PM

**City/State/Zip:** Lopez Island, Washington 98261

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961552 - XXXXXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:48:22 PM

**City/State/Zip:** Eucha, Oklahoma 74342

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

[REDACTED]

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**Ticket: # 961553 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:48:49 PM

**City/State/Zip:** Santa Fe, New Mexico 87505

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961554 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:49:38 PM

**City/State/Zip:** Pleasant Grove, Utah 84062

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961555 - XXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 6:50:22 PM

**City/State/Zip:** Lake Elsinore, California 92530

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961557 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:51:03 PM

**City/State/Zip:** Berkeley, California 94702

**Company Complaining About:** AT&T

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## **Description**

Please protect Net Neutrality, now and again.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.



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**Ticket: # 961558 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:51:07 PM

**City/State/Zip:** Bloomington, Illinois 60108

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961559 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 6:51:13 PM

**City/State/Zip:** Milford Center, Ohio 43045

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961560 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:51:22 PM

**City/State/Zip:** Malvern, Pennsylvania 19355

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.



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**Ticket: # 961562 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:52:02 PM

**City/State/Zip:** New York, New York 10025

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961573 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:54:57 PM

**City/State/Zip:** Somerville, Massachusetts 02145

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961566 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:53:13 PM

**City/State/Zip:** Brookline, Massachusetts 02445

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961567 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:53:18 PM

**City/State/Zip:** Los Angeles, California 90034

**Company Complaining About:** Verizon

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## **Description**

I'm very pleased that the FCC has passed new regulations to protect Net Neutrality.

Verizon Does not appear to be honoring these new regulations. and the FCC should put a stop to it. Decisions regarding violations of this kind should not be made behind closed doors. I'm expecting an open debate to resolve issues such as the following:

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961570 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 6:53:57 PM

**City/State/Zip:** Hornbrook, California 96044

**Company Complaining About:** AT&T

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## Description

The FCC has protected the open Internet by passing strong Net Neutrality rules. But now cable and phone companies that fought to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it via public process to decide where and how to enforce these rules.

Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

Such programs also create wrongful incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961572 - XXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:54:30 PM

**City/State/Zip:** Homerville, Ohio 44235

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961574 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:55:06 PM

**City/State/Zip:** Cambridge, Massachusetts 02139

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

[REDACTED]

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[Ticket: # 961575 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 6:55:08 PM

**City/State/Zip:** Dawsonville, Georgia 30534

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 961576 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:55:10 PM

**City/State/Zip:** Cedar Rapids, Iowa 52402

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 961577 - XXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:55:35 PM

**City/State/Zip:** San Diego, California 92103

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

The Internet can be the greatest system ever created for democracy, but if we do not regulate ISPs as Title 2 Net Neutrality is supposed to than it can be a great force against our democracy.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.



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**Ticket: # 961578 - XXXXXXXXXX XXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:55:42 PM

**City/State/Zip:** Portland, Oregon 97219

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

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Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 961580 - XXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:56:01 PM

**City/State/Zip:** San Diego, California 92103

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 961582 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:56:21 PM

**City/State/Zip:** Edgewater, Maryland 21037

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961583 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 6:56:26 PM

**City/State/Zip:** Storrs Mansfield, Connecticut 06268

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 961594 - XXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:59:03 PM

**City/State/Zip:** Swansea, Massachusetts 02777

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961586 - XXXXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:57:41 PM

**City/State/Zip:** Mount Clemens, Michigan 48043

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 961587 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:57:51 PM

**City/State/Zip:** Milwaukee, Wisconsin 53207

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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**Ticket: # 961588 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:58:09 PM

**City/State/Zip:** Storrs Mansfield, Connecticut 06268

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961602 - XXXXXX XXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:59:49 PM

**City/State/Zip:** Willow Grove, Pennsylvania 19090

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961595 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:59:08 PM

**City/State/Zip:** Espanola, New Mexico 87532

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961596 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:59:09 PM

**City/State/Zip:** Central Square, New York 13036

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961597 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:59:18 PM

**City/State/Zip:** Lexington, Kentucky 40505

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961813 - XXXXX XXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:58:55 PM

**City/State/Zip:** Sandy, Utah 84092

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961599 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 6:59:34 PM

**City/State/Zip:** Central Square, New York 13036

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

[REDACTED]

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**Ticket: # 961600 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:59:37 PM

**City/State/Zip:** Tucson, Arizona 85719

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.



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**Ticket: # 961601 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:59:48 PM

**City/State/Zip:** Silverdale, Washington 98315

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961603 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:00:02 PM

**City/State/Zip:** Oakland, California 94619

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961604 - XXXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 7:00:08 PM

**City/State/Zip:** Swansea, Massachusetts 02777

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961605 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:00:08 PM

**City/State/Zip:** Mount Pleasant, Wisconsin 53406

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.



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**Ticket: # 961606 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:00:11 PM

**City/State/Zip:** Kyle, South Dakota 57752

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961609 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:00:53 PM

**City/State/Zip:** Schulenburg, Texas 78956

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

[REDACTED]



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**Ticket: # 961610 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:01:04 PM

**City/State/Zip:** Columbus, Ohio 43229

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961615 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:02:47 PM

**City/State/Zip:** San Diego, California 92128

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961616 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:02:51 PM

**City/State/Zip:** Foxboro, Massachusetts 02035

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961618 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:03:19 PM

**City/State/Zip:** Nashville, Tennessee 37211

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961619 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 7:03:34 PM

**City/State/Zip:** Westminster, California 92683

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.



These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961669 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:16:47 PM

**City/State/Zip:** Eaton, Colorado 80615

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961620 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:03:34 PM

**City/State/Zip:** Mesa, Arizona 85204

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.



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[Ticket: # 961621 - XXXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 7:03:42 PM

**City/State/Zip:** Beaverton, Oregon 97007

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961622 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:03:59 PM

**City/State/Zip:** Boulder, Colorado 80303

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.



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**Ticket: # 961623 - XXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:04:16 PM

**City/State/Zip:** Downers Grove, Illinois 60515

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and it's the FCC's responsibility put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. These companies are breaking the law.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

[REDACTED]

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**Ticket: # 961624 - XXXXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:04:20 PM

**City/State/Zip:** Alameda, California 94501

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961629 - XXXXX X's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 7:06:04 PM

**City/State/Zip:** Elkwood, Virginia 22718

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961630 - XXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:06:17 PM

**City/State/Zip:** Albuquerque, New Mexico 87114

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961631 - XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:06:23 PM

**City/State/Zip:** Ypsilanti, Michigan 48197

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961632 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:06:27 PM

**City/State/Zip:** Seattle, Washington 98103

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961634 - XXXXX XXXXX 's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 7:06:51 PM

**City/State/Zip:** Darby, Montana 59829

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961635 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:06:51 PM

**City/State/Zip:** Seattle, Washington 98103

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961636 - XXXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 7:06:57 PM

**City/State/Zip:** Los Angeles, California 90061

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961637 - XXXXXXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 7:07:01 PM

**City/State/Zip:** Steelville, Missouri 65565

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961638 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:07:44 PM

**City/State/Zip:** Marietta, Georgia 30062

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961639 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:08:00 PM

**City/State/Zip:** Newton Highlands, Massachusetts 02461

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961640 - XXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 7:08:06 PM

**City/State/Zip:** Marietta, Georgia 30062

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961644 - XXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 7:09:43 PM

**City/State/Zip:** New York, New York 10003

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961646 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:09:48 PM

**City/State/Zip:** Fayetteville, Arkansas 72701

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961651 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:12:12 PM

**City/State/Zip:** Charleston, South Carolina 29412

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.



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**Ticket: # 961652 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:13:10 PM

**City/State/Zip:** West Lebanon, New Hampshire 03784

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961655 - XXXXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 7:13:33 PM

**City/State/Zip:** New Rochelle, New York 10801

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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[Ticket: # 961656 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 7:13:57 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19134

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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[Ticket: # 961667 - X XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 7:16:16 PM

**City/State/Zip:** Los Angeles, California 90009

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 961660 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:15:06 PM

**City/State/Zip:** Sicklerville, New Jersey 08081

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

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Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 961661 - XXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:15:08 PM

**City/State/Zip:** Lawrenceville, Georgia 30045

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



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**Ticket: # 961682 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:20:30 PM

**City/State/Zip:** Garfield, New Jersey 07026

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961663 - XXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 7:15:34 PM

**City/State/Zip:** Midlothian, Virginia 23112

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961664 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:15:50 PM

**City/State/Zip:** Carmel, California 93923

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961665 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:15:59 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19121

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.



These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.



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**Ticket: # 961670 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:17:02 PM

**City/State/Zip:** Gilsum, New Hampshire 03448

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961673 - XXXX XXXXXX 's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 7:17:55 PM

**City/State/Zip:** Fort Collins, Colorado 80528

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961675 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 7:18:34 PM

**City/State/Zip:** Providence, Rhode Island 02909

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961676 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:18:48 PM

**City/State/Zip:** Los Angeles, California 90027

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.



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[Ticket: # 961677 - XXXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 7:18:52 PM

**City/State/Zip:** La Porte, Indiana 46350

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.



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**Ticket: # 961678 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:19:07 PM

**City/State/Zip:** Garfield, New Jersey 07026

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961683 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:20:44 PM

**City/State/Zip:** Lancaster, California 93535

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961684 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:21:10 PM

**City/State/Zip:** Studio City, California 91604

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961685 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:21:26 PM

**City/State/Zip:** Parker, Colorado 80134

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961686 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 7:21:45 PM

**City/State/Zip:** Apple Valley, California 92307

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 962502 - XXXXXX X's complaint re: ISP Zero Rating**

**Date:** 5/7/2016 1:21:59 AM

**City/State/Zip:** Henderson, Nevada 89052

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.



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**Ticket: # 961696 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:24:00 PM

**City/State/Zip:** Huntingdon Valley, Pennsylvania 19006

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.



These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 961687 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:21:57 PM

**City/State/Zip:** Washington, District Of Columbia 20002

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961688 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:22:06 PM

**City/State/Zip:** Cornelius, North Carolina 28031

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 961689 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:22:33 PM

**City/State/Zip:** Parker, Colorado 80134

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961691 - XXXXXXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:23:13 PM

**City/State/Zip:** Vancouver, Washington 98662

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961692 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:23:16 PM

**City/State/Zip:** Brooklyn, New York 11216

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961694 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:23:41 PM

**City/State/Zip:** Los Angeles, California 90046

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

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As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961695 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:23:54 PM

**City/State/Zip:** Lincoln, Alabama 35096

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961697 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:24:06 PM

**City/State/Zip:** Huntingdon Valley, Pennsylvania 19006

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

[REDACTED]

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**Ticket: # 961698 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:24:28 PM

**City/State/Zip:** Beverly Hills, California 90210

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961699 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:24:42 PM

**City/State/Zip:** Lincoln, Alabama 35096

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

[REDACTED]

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**Ticket: # 961700 - XXXX XXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:25:06 PM

**City/State/Zip:** Fate, Texas 75087

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

[REDACTED]

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**Ticket: # 961701 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:25:36 PM

**City/State/Zip:** Portland, Oregon 97222

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961702 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:25:38 PM

**City/State/Zip:** Waldorf, Maryland 20601

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.



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**Ticket: # 961703 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:25:40 PM

**City/State/Zip:** Santa Rosa, California 95403

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.



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**Ticket: # 961704 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:26:04 PM

**City/State/Zip:** Poplarville, Mississippi 39470

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

[REDACTED]

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**Ticket: # 961705 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:26:12 PM

**City/State/Zip:** Boynton Beach, Florida 33426

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961706 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:26:35 PM

**City/State/Zip:** Oakland, California 94619

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961707 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:26:36 PM

**City/State/Zip:** Mountainhome, Pennsylvania 18342

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961708 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:26:54 PM

**City/State/Zip:** Napa, California 94559

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961709 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:27:19 PM

**City/State/Zip:** Albany, California 94706

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961710 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:27:32 PM

**City/State/Zip:** Napa, California 94559

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961711 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:27:57 PM

**City/State/Zip:** Sallisaw, Oklahoma 74955

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.



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**Ticket: # 961712 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:28:36 PM

**City/State/Zip:** Oakland, California 94610

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961714 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 7:29:06 PM

**City/State/Zip:** Rutland, Vermont 05701

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961715 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:29:15 PM

**City/State/Zip:** New Orleans, Louisiana 70116

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.



These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961717 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 7:29:20 PM

**City/State/Zip:** La Canada Flintridge, California 91011

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

Tired of cable making the rules & customers lose out, block TSS & or use incentives for other companies to improve the Internet or as IPs alone, Block the Good Ol Boy Web Bloc.

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**Ticket: # 961718 - XXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:29:32 PM

**City/State/Zip:** Sacramento, California 95823

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

[REDACTED]

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[Ticket: # 961719 - XXXXXX XXXXXXXXXXXXX's XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 7:30:20 PM

**City/State/Zip:** North Sioux City, South Dakota 57049

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961721 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:31:12 PM

**City/State/Zip:** Ontario, California 91762

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961722 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:31:15 PM

**City/State/Zip:** Detroit, Michigan 48217

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

I very much admire what was done • for Net Neutrality, and I want to give you Kudos for making that happen. I would be grateful if the FCC keeps upholding the new rules and not allow companies like Comcast to undermine your authority. Comcast already charges too much in fees and rentals, and they make enough money as is, so please don't let them take more under the guise of data caps.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961723 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:31:27 PM

**City/State/Zip:** New Britain, Connecticut 06053

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.



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[Ticket: # 961724 - XXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 7:32:04 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19147

**Company Complaining About:** Comcast

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## Description

Internet use is just too expensive and severely limited to a few providers. Not fair at all to the consumer. Let other providers emerge and have more competitive rates.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961726 - XXXXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:32:08 PM

**City/State/Zip:** Seattle, Washington 98117

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

[REDACTED]



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**Ticket: # 961727 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:32:42 PM

**City/State/Zip:** Grass Valley, California 95945

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961729 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:33:56 PM

**City/State/Zip:** Spokane, Washington 99202

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 961733 - XXXXX XXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:34:38 PM

**City/State/Zip:** Los Angeles, California 90031

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 961734 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:34:47 PM

**City/State/Zip:** Santa Fe, New Mexico 87501

**Company Complaining About:** AT&T

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## **Description**

Net neutrality is under attack and is critical to keep the internet democratic and fair. ATT is trying to weasel out of this and I urge you not to let them do this. Plus, you need to make sure that your investigation and decision on this is done in a completely transparent way so the public knows exactly what's going on. There is too much secret dealing in our government today and please don't be part of that.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet

loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 961735 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:34:52 PM

**City/State/Zip:** San Carlos, California 94070

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

[REDACTED]

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**Ticket: # 961736 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:35:32 PM

**City/State/Zip:** Olympia, Washington 98513

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961737 - XXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:35:45 PM

**City/State/Zip:** Tuscaloosa, Alabama 35401

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.



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**Ticket: # 961738 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:36:37 PM

**City/State/Zip:** Portland, Oregon 97229

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 961740 - XXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:37:28 PM

**City/State/Zip:** Portland, Oregon 97215

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.



These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961741 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:37:35 PM

**City/State/Zip:** Surprise, Arizona 85387

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

[REDACTED]

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**Ticket: # 961744 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:38:00 PM

**City/State/Zip:** Kerrville, Texas 78028

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961745 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:38:27 PM

**City/State/Zip:** Corvallis, Oregon 97333

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.



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**Ticket: # 961746 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:38:57 PM

**City/State/Zip:** Glendale, California 91202

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.



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**Ticket: # 961747 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:39:07 PM

**City/State/Zip:** Sonoma, California 95476

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

[REDACTED]

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[Ticket: # 961748 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 7:39:33 PM

**City/State/Zip:** Tyler, Texas 75708

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961749 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:39:41 PM

**City/State/Zip:** Spanish Fork, Utah 84660

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

[REDACTED]

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[Ticket: # 961751 - XXX XXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 7:40:27 PM

**City/State/Zip:** Poway, California 92064

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961752 - XXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 7:40:30 PM

**City/State/Zip:** Mission, Texas 78573

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961753 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:40:37 PM

**City/State/Zip:** Denver, Colorado 80224

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961754 - XXXXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:40:41 PM

**City/State/Zip:** Aliso Viejo, California 92656

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961756 - XXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:41:13 PM

**City/State/Zip:** San Bernardino, California 92410

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961757 - XXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 7:41:39 PM

**City/State/Zip:** Livermore, Maine 04253

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961758 - XXXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 7:41:40 PM

**City/State/Zip:** Laguna Beach, California 92651

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.



These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961760 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:41:44 PM

**City/State/Zip:** Brentwood, California 94513

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961761 - XX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:42:17 PM

**City/State/Zip:** Santa Monica, California 90401

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961763 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:43:22 PM

**City/State/Zip:** Fife, Washington 98424

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961765 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:43:38 PM

**City/State/Zip:** Jesup, Georgia 31545

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961766 - XXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 7:44:17 PM

**City/State/Zip:** Pomona, California 91767

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961768 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:44:30 PM

**City/State/Zip:** Portland, Oregon 97209

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.



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[Ticket: # 961770 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 7:45:02 PM

**City/State/Zip:** Vancouver, Washington 98684

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961776 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:47:15 PM

**City/State/Zip:** Mount Prospect, Illinois 60056

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961778 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:47:45 PM

**City/State/Zip:** Baytown, Texas 77520

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961780 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:48:03 PM

**City/State/Zip:** Arroyo Grande, California 93420

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961781 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:48:12 PM

**City/State/Zip:** East Peoria, Illinois 61611

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961782 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:48:18 PM

**City/State/Zip:** Lansing, Michigan 48910

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advisor [REDACTED]

[REDACTED]

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[Ticket: # 961783 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 7:48:31 PM

**City/State/Zip:** Pasadena, California 91103

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961784 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:48:37 PM

**City/State/Zip:** Solana Beach, California 92075

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961787 - XXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:48:55 PM

**City/State/Zip:** Chico, California 95973

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

[REDACTED]

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**Ticket: # 961789 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:49:22 PM

**City/State/Zip:** Templeton, Massachusetts 01468

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961791 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:49:31 PM

**City/State/Zip:** Manassas Park, Virginia 20111

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.



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**Ticket: # 961794 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:50:21 PM

**City/State/Zip:** Paonia, Colorado 81428

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961796 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:51:27 PM

**City/State/Zip:** Kinnelon, New Jersey 07405

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

■ [REDACTED]

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**Ticket: # 961799 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:51:56 PM

**City/State/Zip:** Grosse Ile, Michigan 48138

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.





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**Ticket: # 961801 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:52:14 PM

**City/State/Zip:** Niantic, Connecticut 06357

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961806 - XXXXX XXXXX 's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 7:53:42 PM

**City/State/Zip:** Lenoir, North Carolina 28645

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 961834 - XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:06:58 PM

**City/State/Zip:** Mission, Texas 78572

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

[REDACTED]

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**Ticket: # 961810 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:55:52 PM

**City/State/Zip:** Woodland Hills, California 91367

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

[REDACTED]



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**Ticket: # 961812 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:57:40 PM

**City/State/Zip:** North Dartmouth, Massachusetts 02747

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961815 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 7:59:11 PM

**City/State/Zip:** Charleston, West Virginia 25302

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961816 - XXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:00:17 PM

**City/State/Zip:** Fort Collins, Colorado 80521

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.



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[Ticket: # 961817 - XXX XXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 8:00:27 PM

**City/State/Zip:** Winter Haven, Florida 33884

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961820 - XXXXXXXX XXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:01:49 PM

**City/State/Zip:** Berwick, Pennsylvania 18603

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

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Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



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[Ticket: # 961822 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 8:02:50 PM

**City/State/Zip:** Vergennes, Vermont 05491

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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[Ticket: # 961823 - XXXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 8:03:12 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19134

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

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These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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[Ticket: # 961824 - XXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 8:03:49 PM

**City/State/Zip:** La Porte, Indiana 46350

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961825 - XXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:03:52 PM

**City/State/Zip:** Augusta, Georgia 30909

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961828 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:04:38 PM

**City/State/Zip:** Seattle, Washington 98102

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

[REDACTED]

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**Ticket: # 961829 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:04:45 PM

**City/State/Zip:** Bel Air, Maryland 21015

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

[REDACTED]

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**Ticket: # 961830 - XXXXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:04:57 PM

**City/State/Zip:** Boulder, Colorado 80302

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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[REDACTED]

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**Ticket: # 961835 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:07:02 PM

**City/State/Zip:** Greenbelt, Maryland 20770

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 961837 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:07:04 PM

**City/State/Zip:** Worcester, Massachusetts 01602

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



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**Ticket: # 961839 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:07:30 PM

**City/State/Zip:** Knoxville, Tennessee 37932

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961842 - XXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:08:09 PM

**City/State/Zip:** Minneapolis, Minnesota 55404

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961843 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:08:14 PM

**City/State/Zip:** Fort Myers, Florida 33908

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 961844 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:08:40 PM

**City/State/Zip:** Denver, Colorado 80247

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



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[Ticket: # 961845 - XXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 8:08:41 PM

**City/State/Zip:** Minneapolis, Minnesota 55404

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961846 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:08:44 PM

**City/State/Zip:** Eugene, Oregon 97402

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961847 - XXXXXXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 8:08:55 PM

**City/State/Zip:** Cottonwood, California 96022

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961848 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:09:04 PM

**City/State/Zip:** Eugene, Oregon 97402

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.



These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961849 - XXXXX XXXXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:09:41 PM

**City/State/Zip:** Norristown, Pennsylvania 19403

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961850 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:09:46 PM

**City/State/Zip:** Clearfield, Utah 84015

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961851 - XXXXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:10:03 PM

**City/State/Zip:** Cottonwood, California 96022

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.



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**Ticket: # 961852 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:10:55 PM

**City/State/Zip:** Redmond, Washington 98052

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961853 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:11:05 PM

**City/State/Zip:** Loveland, Colorado 80538

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961855 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 8:11:46 PM

**City/State/Zip:** Portland, Oregon 97266

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961856 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:12:08 PM

**City/State/Zip:** Jamestown, New York 14701

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961858 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:12:27 PM

**City/State/Zip:** New York, New York 10040

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961859 - XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:13:09 PM

**City/State/Zip:** Champaign, Illinois 61821

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

[REDACTED]

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**Ticket: # 961860 - XXXXXXXX XXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:13:16 PM

**City/State/Zip:** Kansas City, Missouri 64151

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961861 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:13:53 PM

**City/State/Zip:** Jackson Heights, New York 11372

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

[REDACTED]

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[Ticket: # 961863 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 8:14:39 PM

**City/State/Zip:** Spotswood, New Jersey 08884

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961865 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:15:30 PM

**City/State/Zip:** Albuquerque, New Mexico 87123

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961866 - XXXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:16:08 PM

**City/State/Zip:** Culver City, California 90230

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961867 - XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:17:42 PM

**City/State/Zip:** Seattle, Washington 98109

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961868 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:18:09 PM

**City/State/Zip:** Rockdale, Illinois 60436

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961870 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:18:56 PM

**City/State/Zip:** North Smithfield, Rhode Island 02896

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.



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**Ticket: # 961872 - XX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:19:20 PM

**City/State/Zip:** Fairmont, West Virginia 26555

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.



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**Ticket: # 961873 - XXXX XXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:19:36 PM

**City/State/Zip:** Elgin, Illinois 60123

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961894 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:24:16 PM

**City/State/Zip:** Round Rock, Texas 78681

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

I believe throttling any site should be illegal, when we pay for the right to connect to the internet with our data plan, we should always be the one to decide what we watch and where we watch it, I am a customer of T-mobile, and I say NO! to throttling sites which I go to.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 962503 - XXXXXX X's complaint re: ISP Zero Rating**

**Date:** 5/7/2016 1:23:40 AM

**City/State/Zip:** Henderson, Nevada 89052

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961876 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:19:54 PM

**City/State/Zip:** Seattle, Washington 98195

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.



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**Ticket: # 961877 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:20:08 PM

**City/State/Zip:** Grosse Ile, Michigan 48138

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961948 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:39:56 PM

**City/State/Zip:** Auburn, California 95603

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.



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**Ticket: # 961878 - XX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:20:09 PM

**City/State/Zip:** Fairmont, West Virginia 26555

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.



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**Ticket: # 961879 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:20:11 PM

**City/State/Zip:** Albany, Georgia 31721

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

[REDACTED]

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[Ticket: # 961880 - XXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 8:20:21 PM

**City/State/Zip:** Crozet, Virginia 22932

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

[REDACTED]



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**Ticket: # 961881 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:20:46 PM

**City/State/Zip:** Madison, Wisconsin 53705

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961883 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:21:45 PM

**City/State/Zip:** Bakersfield, California 93306

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961888 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:23:00 PM

**City/State/Zip:** Louisville, Kentucky 40203

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961889 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 8:23:07 PM

**City/State/Zip:** Fairburn, Georgia 30213

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961896 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 8:24:44 PM

**City/State/Zip:** Tucson, Arizona 85719

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961897 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:24:44 PM

**City/State/Zip:** Plymouth, Michigan 48170

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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[Ticket: # 961898 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 8:24:52 PM

**City/State/Zip:** Kaunakakai, Hawaii 96748

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961899 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:25:00 PM

**City/State/Zip:** Gautier, Mississippi 39553

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 961901 - XXXXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:25:22 PM

**City/State/Zip:** Honaunau, Hawaii 96726

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 961903 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:25:36 PM

**City/State/Zip:** Seattle, Washington 98112

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961905 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:26:02 PM

**City/State/Zip:** Dayton, Ohio 45414

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.



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[Ticket: # 961907 - XXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 8:26:53 PM

**City/State/Zip:** Casa Grande, Arizona 85130

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961908 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:26:58 PM

**City/State/Zip:** Perkiomenville, Pennsylvania 18074

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 961909 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:26:59 PM

**City/State/Zip:** Rockville, Maryland 20853

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 961910 - XXXXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:27:20 PM

**City/State/Zip:** Bridgeview, Illinois 60455

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961911 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:27:26 PM

**City/State/Zip:** Cabery, Illinois 60919

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961912 - XXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:27:29 PM

**City/State/Zip:** Ocean Shores, Washington 98569

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961914 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:29:12 PM

**City/State/Zip:** Hampton, Virginia 23664

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961915 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:29:19 PM

**City/State/Zip:** Santa Barbara, California 93103

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961916 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:29:30 PM

**City/State/Zip:** Berkeley, California 94707

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961917 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:30:04 PM

**City/State/Zip:** Anchorage, Alaska 99501

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961919 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:30:24 PM

**City/State/Zip:** Lansing, Michigan 48917

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.





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[Ticket: # 961920 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 8:30:38 PM

**City/State/Zip:** New Port Richey, Florida 34654

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961922 - XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:30:45 PM

**City/State/Zip:** Chicago, Illinois 60613

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

[REDACTED]

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**Ticket: # 961923 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:30:52 PM

**City/State/Zip:** Burtonsville, Maryland 20866

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961925 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 8:31:09 PM

**City/State/Zip:** Saint Petersburg, Florida 33707

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961928 - XXXXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:32:09 PM

**City/State/Zip:** Hendersonville, North Carolina 28739

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961929 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:32:11 PM

**City/State/Zip:** Southfield, Michigan 48075

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961930 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 8:34:04 PM

**City/State/Zip:** Pitman, New Jersey 08071

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961931 - XXXXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:34:37 PM

**City/State/Zip:** Sturgis, Mississippi 39769

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961932 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:36:19 PM

**City/State/Zip:** Beaverton, Oregon 97078

**Company Complaining About:** Comcast

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## **Description**

We've been here before, you KNOW how we feel.

Don't turn your back on the public now.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.



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**Ticket: # 961933 - XXXXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:36:20 PM

**City/State/Zip:** Frederick, Maryland 21701

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961934 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:36:47 PM

**City/State/Zip:** Euclid, Ohio 44123

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 961936 - XXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:37:31 PM

**City/State/Zip:** Saint Paul, Minnesota 55104

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 961937 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:37:45 PM

**City/State/Zip:** Euclid, Ohio 44123

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961938 - XXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:37:46 PM

**City/State/Zip:** Saint Paul, Minnesota 55104

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 961939 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:37:56 PM

**City/State/Zip:** Seattle, Washington 98101

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 961940 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:38:34 PM

**City/State/Zip:** Vancouver, Washington 98661

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961941 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:39:13 PM

**City/State/Zip:** Vancouver, Washington 98661

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

[REDACTED]

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**Ticket: # 961942 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:39:17 PM

**City/State/Zip:** Plymouth, Massachusetts 02360

**Company Complaining About:** Verizon

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## **Description**

We were so pleased when the FCC protected the open Internet by passing strong Net Neutrality rules last year in response to the millions of people who spoke out. So please take action to prevent the same cable and phone companies that fought so hard to destroy Net Neutrality from creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Most importantly, however, this decision should NOT be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created ANOTHER toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961944 - XXXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 8:39:18 PM

**City/State/Zip:** Gambrills, Maryland 21054

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961949 - XXXXXXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 8:40:09 PM

**City/State/Zip:** Vienna, Virginia 22180

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961961 - XXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:42:03 PM

**City/State/Zip:** Mount Airy, Maryland 21771

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.



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**Ticket: # 961962 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:42:08 PM

**City/State/Zip:** Farmington, Michigan 48336

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961952 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:40:38 PM

**City/State/Zip:** Zanesville, Ohio 43701

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961953 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:40:47 PM

**City/State/Zip:** Palo Alto, California 94306

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961954 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:41:06 PM

**City/State/Zip:** Auburn, California 95603

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961956 - XXX XXXXXXXX 's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 8:41:16 PM

**City/State/Zip:** Mission Viejo, California 92692

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961957 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:41:28 PM

**City/State/Zip:** Cedar Creek, Texas 78612

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

[REDACTED]

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[Ticket: # 961958 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 8:41:39 PM

**City/State/Zip:** Arlington, Washington 98223

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961964 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:42:20 PM

**City/State/Zip:** Zanesville, Ohio 43701

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961967 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:43:40 PM

**City/State/Zip:** Palo Alto, California 94306

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

[REDACTED]

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**Ticket: # 961968 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:44:34 PM

**City/State/Zip:** Washington, District Of Columbia 20015

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961970 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:44:53 PM

**City/State/Zip:** Pullman, Washington 99163

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961980 - XXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:49:07 PM

**City/State/Zip:** Hanover Park, Illinois 60133

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961973 - XXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:46:11 PM

**City/State/Zip:** Pullman, Washington 99163

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961975 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 8:46:42 PM

**City/State/Zip:** Fort Lee, New Jersey 07024

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 961976 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:46:48 PM

**City/State/Zip:** Las Vegas, Nevada 89147

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961977 - XXXXXXXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 8:47:30 PM

**City/State/Zip:** New York, New York 10031

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 961983 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 8:50:41 PM

**City/State/Zip:** Marblehead, Massachusetts 01945

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

[REDACTED]

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**Ticket: # 961985 - XXXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:50:54 PM

**City/State/Zip:** Sacramento, California 95818

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

[REDACTED]

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[Ticket: # 961987 - XXXXXXXX XXXXXXXXXX 's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 8:52:44 PM

**City/State/Zip:** Pittsfield, Massachusetts 01201

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 961988 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:53:06 PM

**City/State/Zip:** Provo, Utah 84604

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 961989 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:53:37 PM

**City/State/Zip:** Moreno Valley, California 92555

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 961990 - XXXXXX XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:53:38 PM

**City/State/Zip:** Cache, Oklahoma 73527

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

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Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 961991 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:53:56 PM

**City/State/Zip:** Atlanta, Georgia 30328

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.





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**Ticket: # 961992 - XXXXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:54:23 PM

**City/State/Zip:** Saint Paul, Minnesota 55116

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

[REDACTED]

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**Ticket: # 961993 - XXX XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:55:11 PM

**City/State/Zip:** Phoenixville, Pennsylvania 19460

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 961994 - XXXXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:55:46 PM

**City/State/Zip:** Saint Paul, Minnesota 55116

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 961995 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:56:14 PM

**City/State/Zip:** Sonora, California 95370

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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[REDACTED]

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**Ticket: # 961996 - XXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:56:32 PM

**City/State/Zip:** Marysville, Washington 98271

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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[REDACTED]



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**Ticket: # 961997 - XXXXX XXXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:57:03 PM

**City/State/Zip:** Knoxville, Tennessee 37923

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

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There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

[REDACTED]

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**Ticket: # 961999 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:57:28 PM

**City/State/Zip:** San Rafael, California 94901

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

[REDACTED]

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**Ticket: # 962002 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 8:59:44 PM

**City/State/Zip:** Everett, Washington 98208

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull it off, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After getting flak for this, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and untenable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. The internet should be a place for everyone, regardless of their ability to pay off what is tantamount to black mail, and create a free marketplace of ideas and content.

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 962003 - XXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:00:12 PM

**City/State/Zip:** Carlsbad, California 92010

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 962016 - X X's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:05:33 PM

**City/State/Zip:** Lake Geneva, Wisconsin 53147

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 962005 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:00:48 PM

**City/State/Zip:** Rancho Cucamonga, California 91701

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 962006 - XXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:01:02 PM

**City/State/Zip:** Pittsburgh, Pennsylvania 15220

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As a Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 962007 - XXXXXXXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:01:13 PM

**City/State/Zip:** Doylestown, Pennsylvania 18901

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 962010 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:03:03 PM

**City/State/Zip:** Santa Barbara, California 93101

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 962011 - XXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:04:19 PM

**City/State/Zip:** Broomfield, Colorado 80021

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 962014 - XXXXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:05:03 PM

**City/State/Zip:** Marietta, Georgia 30062

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

[REDACTED]

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**Ticket: # 962015 - XXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:05:10 PM

**City/State/Zip:** Anaheim, California 92801

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 962017 - [REDACTED] complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:05:36 PM

**City/State/Zip:** Williamsburg, Virginia 23188

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.



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**Ticket: # 962018 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:05:49 PM

**City/State/Zip:** Redwood City, California 94061

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 962020 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:07:17 PM

**City/State/Zip:** Corvallis, Oregon 97333

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 962021 - XXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:07:19 PM

**City/State/Zip:** Tucson, Arizona 85756

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 962022 - XXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:07:22 PM

**City/State/Zip:** Leesburg, Virginia 20175

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

Stop caving in to lobbyists.

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**Ticket: # 962023 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 9:08:09 PM

**City/State/Zip:** New York, New York 10023

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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